Trams Back Office

Sabre Travel Network

Trams® Back Office

Manual

April, 2015

Table of Contents

Trams
Back Office

Welcome to Trams Back Office 11

The Manual is in the Helpfiles 11

Trams On-line 11

Login 12

Overview 12

Using Trams Back Office 13

Starting Trams 16

Setting Up and Starting Trams 16

Learning the Trams Program 17

Setting Up Trams: Building the Foundation 18

Establishing a Structured Routine 19

Installing Trams 20

Minimum Hardware Requirements 20

TBO Installation 20

Multiuser Installation 23

Auto-Update Feature 24

For Agencies Using ClientBase and Adding Trams Back Office 24

Program Components 24

Trams Alias Utility 25

Trams License Manager 26

Steps to Upgrade Interbase to XE3 27
PCI Compliance 27
Utilities 34
User Profiles 34
Global Defaults 42
Branches 61
Travel Types 63
Bank Accounts 64
G/L Accounts 66
Checks 68
Conversion Rates 71
Printer Defaults 72
Report, Statement & Invoice Headers/Footers 72
Fare Codes 74
City Codes 75
Groups 76
IC/Host Codes 77
CC Processors 77
UDIDs 82
Backup Overview 83
Calculator 100
Purge 101
Enter Access Code 105
Importing Profiles From Other Sources 106
Importing Customer Profiles via ASCII (.txt) Files 106
Step-by-Step Instructions to Importing 109
Interface Overview Download & Processing 124

Overview of Interface 124
Introduction to Interface Download/Process 124
Set Up a Scheduled Task for Interface 125
Capturing Interface Records 131
Download Interface Records into TBO 131
Process Interface Records 134
Vendor Profiles 138
Sales Agent Profiles 141
Processing Errors 142
Interface Troubleshooting of Errors in Downloading 144
Automatic Interface Download & Processing Setup with Windows Task Scheduler 145

Set Up Trams Back Office 150

Understanding the Agency's Needs 150
Getting Started 151
Travel Types 151
Set Up Chart of Accounts 152
General Ledger Accounts Setup 157
Set Up Prompt Tab in Global Defaults 159
Set Up Client/Vendor Balances Core Reports 160
Set Up the ARC/BSP Core Report 166
Set Up the Check Register Core Report and Bank Reconciliation 167
Entering Opening Balances 168
General Ledger Setup 168
Suggested General Ledger Procedures 170
Maintain the GL & Balancing Core Reports to Trial Balance Report 175
GL Reconciliation Report 176
Canadian TBO Set Up and Special Usage 177

Profiles 188
Creating New Profiles in Trams Back Office 188
Leisure Client Profiles 188
Entering Client Profiles 194
Corporate Client Profiles 195
Entering Corporate Client Profiles 200
Vendor Profiles 202
Entering Vendor Profiles 207
Other Profiles 207
Entering Other Profiles 209
Agent Profiles 212
Entering Agent Profiles 214
Profile Query 217
Invoices 222
Enter New Invoices in TBO 222
General Invoice Information 222
Booking Detail Screen 227
Add Another Booking to Existing Invoice 240
Split Booking Option 241
Void/Delete Booking(s) on Existing Invoice 242
Enter Client Payment from Within Invoice 242
Even Exchange 242
Exchange on MCO 243
Ticket Exchange with an “Add Collect” 243
Ticket Exchange with a Refund 244
Invoice Query 245
Refund Invoices 252

ARC/BSP Refund Invoice - Inv. Entered 252
ARC/BSP Refund Invoice – Inv. Not Entered 253
Debit/Credit Memos and TAAD's/SSAN's 255
Voiding Invoices 257
Unvoiding Invoices 258
Entering Spoiled Invoices/Tickets 258
Voided Invoices Retain Original Client & Vendor 259
Transfer Invoice/Payment to Different Profile 260
Resubmit ARC/BSP Document 260
Account Net Remit Acct (Southwest Ticketless) 261
Transactions with Deposits and Final Payments 262
Split Forms of Payment for Client Invoices 263
Discounted Transaction — Paid By Cash/Check 263
Discounted Transaction — Paid By Credit Card 264
Rebates 264
Handling Groups in Trams Back Office 265

Payments/Adjustments 268

Payments Received or Made 268
Payments Received From (or Made To) Clients 273
Payments Received from Client (Steps) 274
Overpayment From a Client 281
Split Forms of Payment for Client Invoices 281
Partial Payment Received From Client 282
Transfer Funds From One Client Account to Another 283
Remove/Write Off Client Balance 284
Remove/Write Off Vendor Balance 284
Gift Certificate 284

Petty Cash 285
Owner/Employee Travel Expenses Paid by Agency 286
Foreign Currency Payments 287
Payment Received for Commission Track 288
Commtrack Vendor Pays the Commission Due Agency via the Agency's Credit Card 289
Commission Received - No Invoice 289
Entering Commission Payments Received from a Clearing House 290
Agency Processed Credit Card aka CC Merchant 292
Payment Made to a Vendor 293
Payments Made To Agents 294
Payments Made for Expenses 295
Void or Spoiled Checks 296
Bounced Checks 296
Payroll Entry 298
Payroll Tax Report and Payment 298
Vouchers 300
Adjusting Client and Vendor Balances 301
Clear Balance-Acct Balance Zero w/Total Invoices & Total Unapplieds Same 303
Clear a Check That Will Never be Cashed 303
Interest Income 303
Deposits and Withdrawals 304
Bank Transfers 306
Bank Transfer by Issuing a Check 307
Bank Transfer by Withdrawal 308
Bank Reconciliation 309
CC Merchant Reconciliation 313

Agent Reconciliation 318
Bank Charges 323
Create Payables 326
ARC/BSP Settlement 331
Payroll Import 334
Payments/Import 337
Trams Host 346
Agent Adjustments 346
Payment Query 348
Payment Codes 353
Processing TAFP Service Fees - ARC Only 355

General Ledger 358

Maintaining a General Ledger in TBO 358
Query - Retrieving an Existing JE 359
Journalized by Transaction vs. Journalized Through the End of Period362
Example Journal Entries by Transaction 364
Example Journal Entries by End of Period 365
End of Period Journal Entry 366
Journal Entry 368
Posting JEs to the General Ledger 370
Pseudo Posting Journal Entries 371
Budget Entry 372
Year–End Closing 373
Void End of Period and Year End Entries 374
Accounts (Chart of Accounts) 374
Generate Budget 375
G/L Account Reconciliation 376

Suggested General Ledger Procedures 377
Maintain the GL & Balancing Core Reports to Trial Balance Report 382
GL Reconciliation Report 383

Reports 386
Introduction 386
Printing TBO Predesigned Reports 386
E-mail Reports in .pdf Format 387
Core Reports 387
Invoice Reports 393
Client Reports 412
Fare Savings 1 416
Vendor Reports 418
Agent Reports 421
Payment Reports 427
General Ledger Reports 435
Interface 441
Profile 441
Mail Merge 444
Report Generator Reports 444
Financial Modeling 444
Export: Prism Handoff File 444
Export: Maritz Handoff File 445
Export: CWT Handoff File 445
Batch Reporting 445

Report Generator 450
Classes of Reports 450
Using Report Generator Predesigned Reports 450

Summary Listing of Reports - Agent Reports 452
Summary of Airline Reports 453
Summary of Branch Reports 454
Summary of Client Reports 455
Summary of Groups Reports 458
Summary of Sales Reports 458
Summary of Vendor Reports 460
Summary of Miscellaneous Reports 461

Build Reports/Report Generator Overview 464
What is a Report Generator? 464
What is a Report? 464
Building Reports 464
Report Generator Buttons 472
Navigation 472
Report Examples 477
Mail Merge 478
Backing Up Reports 479
Tips and Tricks 480

Financial Modeling 482
Set Up Financial Modeling 482
Financial Modeling Reports 490

Welcome to Trams Back Office

Welcome to *Trams Back Office (TBO)* -- the best back office system for travel agencies! We're glad your agency is part of the *Sabre Travel Network* family. We welcome your agency and agency feedback. Through that feedback, we continue to improve our product, and when we say we listen, we really do.

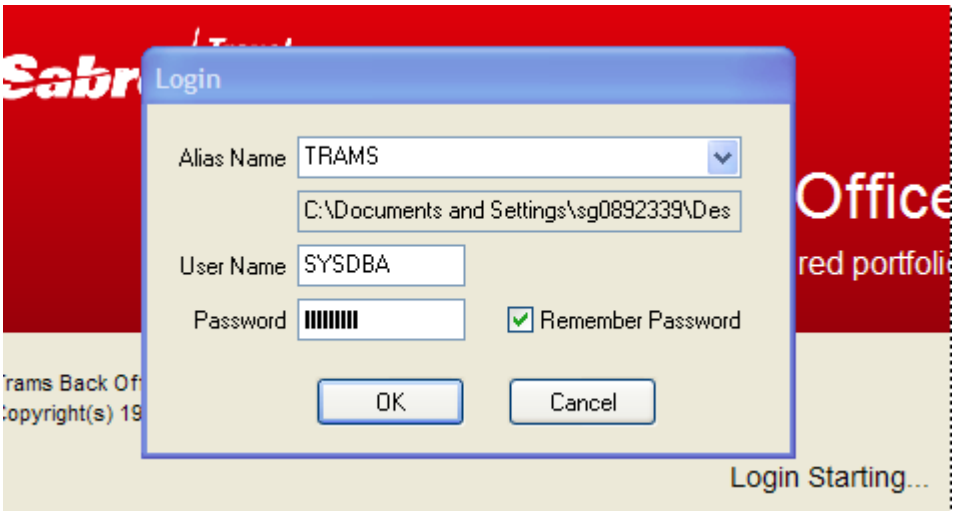
The Manual is in the Helpfiles

The *Trams Back Office* manual is in the TBO help files and arranged in two parts - the *Manual* and the *Interface Guide*. The manual is arranged in chapter order in the helpfile *Contents* tab to help implement the *Trams Back Office* program. Each chapter link goes into detail about how to set up *Trams Back Office*, Invoices, Payments, Reports, and all other main menu items. It also includes links to the front office format requirements for a particular GDS in the *Sabre, Amadeus, Worldspan, or Apollo/Galileo* chapter links. Each link also includes step-by-step instructions for the most frequently used bookkeeping procedures. Everything to learn about *Trams Back Office* is found in the helpfiles. There is also other useful TBO documentation on the *Trams* website at **http://Sabretravelnetwork.com/trams**.

Trams On-line

Have the resources available on the *Trams* website, at **http://Sabretravelnetwork.com/trams** been reviewed? These include a full schedule of live WebEx classes on-line to supplement *Trams Back Office* training. Also available are recorded WebEx classes that break down *Trams Back Office* into smaller modules to learn or review one brief topic at a time. The latest updates of *Trams Back Office* are found in the Support link, including downloading instructions.There are many useful and interesting documents and pieces of information on the *Trams* website, so make sure to use it often as a valuable resource.

Login



To login to TBO, go to the program group in Windows and click on ***Trams Back Office*** or click on the TBO icon on the desktop:

Alias Name: By default the alias (the short name to the path that leads to the *Trams* database), is *Trams* or choose the database alias from the drop-down menu. The path to this database is displayed.

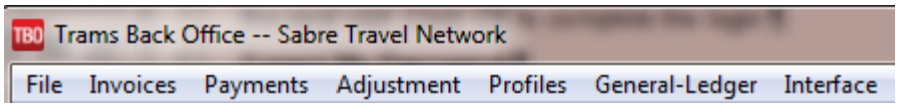
User Name: Enter the user name.

Password: Enter the password. Check *Remember Password* for the system to remember the password on the next visit. Click *OK* to complete the login. Suggestion: Check the *Remember Password* for the system to remember the password on the next visit. This also means that anyone sitting at your computer has access to Trams.

Overview

Trams Back Office Input Menus

The following Main Menu selections are used to enter ("input") and maintaining information:



File: Login, Printer Setup, Exit.

Invoices: Query, Sale, Refund, Adjustment, Spoiled, Finance Charges.

Payments: Query (Payment and Operating Payable), Received, Made, Deposit, Withdrawal, Transfer, Reconciliation (Bank, CC Merchant and Agent Reconciliations), Create Payable, ARC Settlement, Payroll Import (Import AssetHR Payroll + and Import Z-Pay Payroll, Import.

Adjustment: Query, Agent Comm Adjustment.

Profiles: Query, Client (Leisure, Corporate), Vendor, Other, Agent

General-Ledger: Query, End of Period, Journal Entry, Budget Entry, Year-End, Post, Void (End of Period,

Year-End, Accounts, Generate Budget, G/L Account Reconciliation.
Interface: Download, Process, Import from File

Query -- (A sub-menu of main menu)

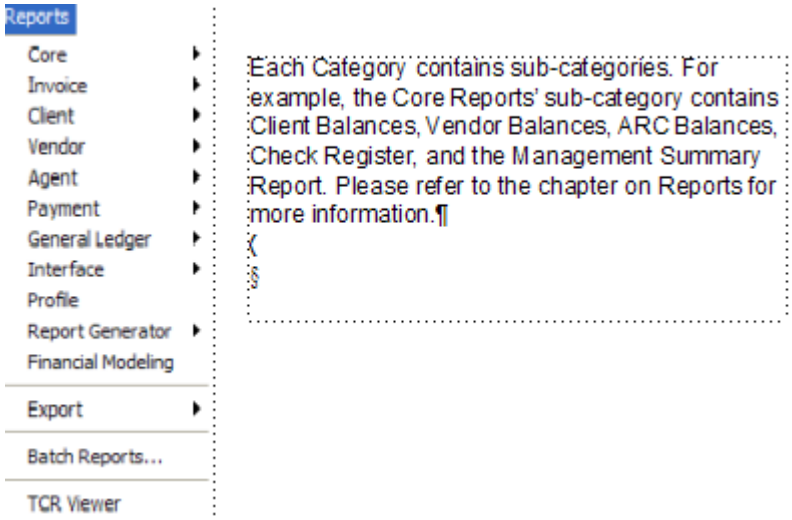
Part of maintaining information in *Trams* includes retrieving entries to look at or change information. In the Query Screen locate information with selected criteria. To retrieve a specific entry already been entered into the system — think Query.

Record Numbers

All entries are assigned a sequential record number when being entered into the system. *Trams* does not force the use of these numbers but does allow retrieval by these record numbers.

Trams Back Office Output Menu

To view information entered into *Trams* — think *Reports*. The menu items listed above are *Trams* "input." Reports are *Trams* "output." *Trams* Reports are further separated into several areas within those categories. Categories include Core, Invoice, Client, Vendor, Agent, Payment, General Ledger, Interface, Profile, Report Generator, Financial Management, Export, Batch Reports and TCR Viewer. Within each category, there are sub-categories.

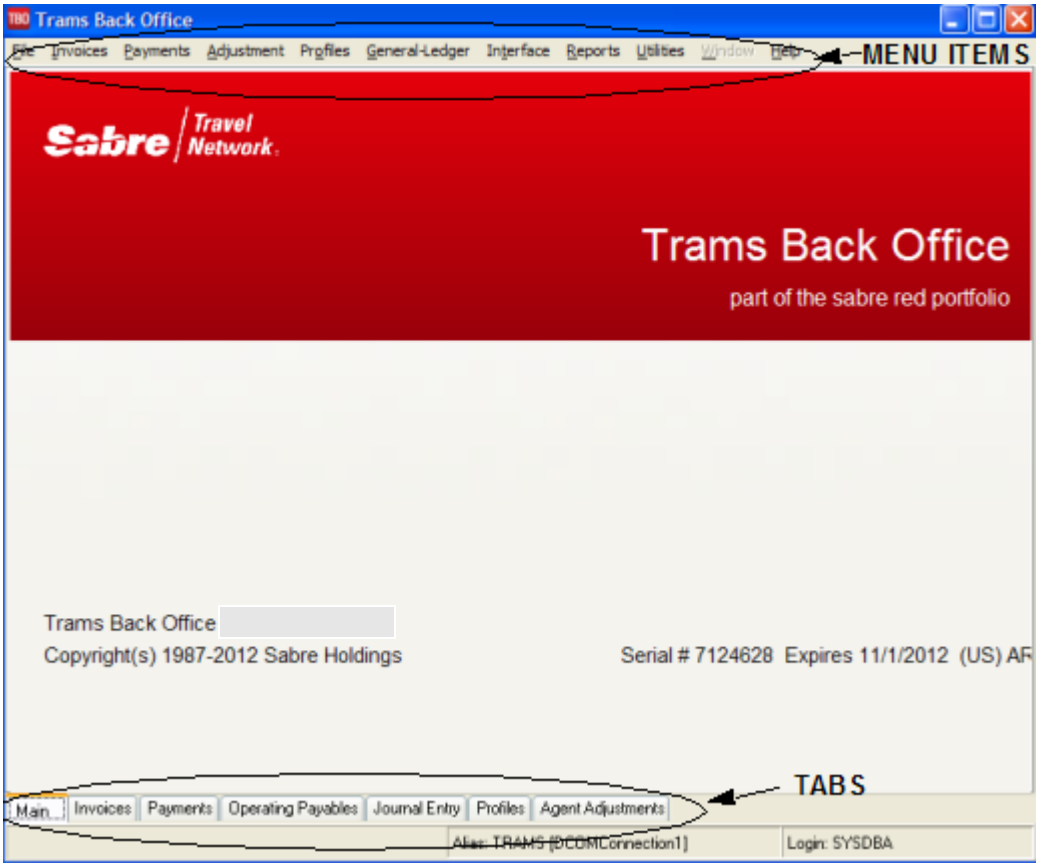


Using ***Trams Back Office***

Trams Back Office is Menu (and Tab) Driven

Trams is menu and tab driven, so select a list of functions from a "menu." The *Trams* main menu is shown

below.



Each of the main menu options has a sub-menu, laid out vertically rather than horizontally. A sub-option followed by an arrow indicates there is yet another sub-menu for this sub-option.

Hot Keys

Hot keys have underlined letters, different from the rest of the letters in a menu option. When pressing a *Hot Key* (the underlined letter), a shortcut is used to activate that menu option. Using Hot Keys, navigate through *Trams* with single keystrokes. If just pressing the underlined key does not work, first press <Alt> and hold it down while pressing the underlined key. Also use <CTRL/F1 through CTRL/F6> to hot-key to any of the 6 query screens.

Tabs

At the bottom of the Main Screen, see a series of tabs: *Main, Invoice, Payments, Operating Payables, Journal Entry,* and *Profiles.* When clicking on any of these tabs, the *Query* screen is brought up. (Also access the same screens through the Main Menu.) Use <CTRL/TAB> to move from one Query Tab to another without using a mouse, or use <CTRL/F1 through CTRL/F6> to hot-key to any of the 6 query screens. *Query* screens remain open at all times, so multiple screens can be accessed at one time. Click the *Main* tab to get back to the main *Trams Back Office* menu.

Windows

Users may work in many areas of the TBO program at one time. To navigate to any one of these open program areas, use *Windows* and select the desired program area to re-enter.

Help Menu

Online help is available throughout the entire *Trams* program by clicking on **Help|Trams Help** or pressing *F1.* Under the Contents tab, select the topic to review (the entire TBO Manual has been converted into online help). For example, if help is need in how to enter an invoice, click on the chapter in the *Contents* tab, Invoices and then *Entering New Invoices in Trams*. Or click on the Index tab and type in *Invoices*. Then click on the topics to review.

Under the Help menu there is also an *About item* which displays information on the Interbase and TBO versions.

Entering Information

Each data entry screen contains one or more *fields*. A *field* is a position on the screen where we enter specific information. There can be several fields on the screen at once. Each field has a prompt followed by an empty box describing the type of information in the field. We enter the information for a field in the box. Sometimes *Trams* expects information for a particular field to be in a certain format. For example, in a numeric field, such as Ticket Number, enter only numeric characters. Other fields present several options.

Field Information

Date	Enter MMDDYY, '051814', or DDMMMYY, '18may14'. The system defaults to the current month and year. Enter a date that is the 5th day of the current month and year, by entering a '5'. The date format is determined by the Windows Region and Languages setting on each computer. Enter dates too by clicking inside the field. This displays a pop-up calendar to select the date. Red arrows are used to move backward and forward through the calendar months. The up and the down arrows move through the years, with up increasing the year and down decreasing the year. Double-click on the desired date.
Numbers	By default, *Trams* allows for free form numeric entry. For the value 500.00, type '500' and tab. For decimal fields, *Trams* automatically adds the decimal point and the proper number of zeros following it. To enter a negative number, enter the '-' sign either at the beginning or at the end of the number.
Pull-down menus	If the arrow appears on the right side of the field, it means there are multiple choices for this field.
Look-up	Enter part or all of desired selection; *Trams* displays all potential matches and allows for specific selection. *Trams* **suggests using only the first three or four letters**. After entering information, an arrow appearing to the right of the box. Click the arrow, to bring up everything starting with the letters entered. Highlight the entry, and click. That name now appears in the name field. If there are duplicate profiles, this tactic brings up everything beginning with those three or four letters.
Free Text	Enter any information up to the length of the field.

The fastest way to move from field to field is to press the <TAB> key. To quickly move backwards, hold down the <Shift> key and press the <TAB> key. Also use the hot keys to navigate through the data entry screens.

Some of these hot keys are activated by holding down *ALT* and the underlined key letter. By keeping hands down on the keyboard rather than grabbing for the mouse for every entry, hand fatigue is minimized.

Confirmation

Trams is designed to keep any accidental deletion or loss of data to a minimum. Whenever *Trams* detects that data may be lost, the program displays a box in the center of the screen with a confirmation message:

Do You Want To Abandon Changes? Yes No

Why do Backup?

Because some day the computer holding the data* WILL *crash. Data files are stored on the hard disk of a computer. Each time information is changed or added, those files are updated. If the computer holding the data crashes, the data files can be damaged, and the agency might be unable to access them. While there is no way to prevent an accident, potential loss can be minimized by doing a good ***backup every day*!**

IMPORTANT Note: Please see the chapter, *Utilities* and sections, *Backup Overview* and *Restore* for complete details on doing a backup using the Trams backup utility.

Starting Trams

From Windows Desktop: Double-click the *Trams* icon to go to the main *Trams* screen. Do not turn the computer while in *Trams*! Always Quit *Trams* first --- or data may be lost.

Setting Up and Starting Trams

Read through this section to know what to do after installing *Trams*. Although each agency is unique, there are some procedures common to all travel agencies:

Maintaining Paper Documents

Most agencies agree that the following items should have a specific numbered “back-office” copy, for control purposes, in addition to the *Trams* records:

1. Invoices (One copy, often a particular color, designated as the back office copy and filed numerically.)

2. Deposit Slips (One copy of any deposit slip maintained by the back office, usually by date.) With this, a copy of each check and cash item received, or at least an accurate reconciled list of all checks and cash items received.

3. Agency Checks (Two-part checks with one copy maintained numerically by the back office.)

4. Bank Statements (All bank statements, once reconciled.)

Invoices

Review how and when agents create invoices for the agency. An invoice is the sole source of notifying the

back office of sales in the front office. Are agents issuing invoices every time they sell something? How about when they refund something?

What information are agents including on their invoices? Do they include all the information needed, not only for bookkeeping, but also for management and marketing purposes? In the past, invoices may have only been used for bookkeeping purposes; now those invoices can yield management and marketing information. For example, client names and addresses on invoices are captured into *Trams* for marketing purposes. Evaluate current invoices to see if more information needs to be included.

*If planing to set up Interface to enter invoices, check out the Interface Guid*e!

Trams makes tracking the accountable documents, such as invoices and tickets, easy. Reports in *Trams* will verify if either an invoice or ticket is missing.

Many agencies using *Trams* have described a method of using "invoice bins" in the back office. Invoices are put into the bins, then gathered and entered into the *Trams* program. For both hand-entering agencies and interfaced agencies, having three invoice bins often works well. Bin #1 holds all current invoices. Bin #2 contains any additional bookings (cars, hotels, etc.) ready to be added to an existing invoice in *Trams*. Bin #3 has all ticket exchanges, refunds and voids.

Do Bank Deposits Daily

In preparing bank deposits, itemize each payment received on the Deposit Slip (even cash) and in place of any bank numbers include the payer's name, along with any invoice numbers. TBO can create deposit slips. See Deposits in the *Payments Chapter.*

Make a copy of the checks, plus any statements received with payments, and attach to the back office copy of the deposit slip.

Agency Checks

Whether checks are handwritten or *Trams* prints them for the agency, we suggest keeping a copy in the back office. Include a notation of its purpose on the check.

Learning the Trams Program

The following are suggested steps before starting *Trams*:

1. Install *Trams* software. A member of our implementation team will be calling to assist with installation, setup and training.

2. Become comfortable with all the help tools available to *Trams* users: User Manual and Interface Guide contained in TBO helpfiles, **www.Sabretravelnetwork.com/Trams** where there is a listing live TBO WebEx classes, Recorded Trainings, and other useful documentation.

3. If the agency plans to interface, read through Interface Preparation for *Sabre, Worldspan, Amadeus, or Apollo/Galileo* documents found at **www.Sabretravelnetwork.com/Trams** under **Training|Getting Started**.

4. Need more help? E-mail Trams.Implementation@sabre.com. Also one of the TCC's (Trams Certified Consultants) can be hired to come into the agency for training. A full listing of TCC's is on our website at **www.Sabretravelnetwork/Trams** under the Training link.

Setting Up Trams: Building the Foundation

Now set up Trams Back Office Program using the chart below as a guide:

Completed	Task	Chapter Link in Helpfiles (Under Content Tab)
o	Installation	Installation
o	Setting Up Security (User Profiles)	Utilities
o	Setting Up Global Defaults	Utilities
o	Setting Up Branch/s Information	Utilities
o	Setting Up Travel Types	Utilities
o	Setting Up Bank Accounts	Utilities
o	Setting Up Printer Defaults	Utilities
o	Setting Up Fare Codes	Utilities
o	How to Backup/Restore	Utilities
o	Setting Up City Codes	Utilities
o	Setting Up Groups	Utilities
o	Importing Profiles from Other Sources	Importing
o	Interface Overview	Interface Overview
o	Interface Download & Process	Interface Download & Process
o	Setting Up Travel Types, Chart of Accounts & G/L Accounts	Setting Up Trams Back Office
o	Setting Up the 4 Core Reports	Setting Up Trams Back Office
o	Entering Opening Balances into GL	Setting Up Trams Back Office
o	G/L Setup	Setting Up Trams Back Office
o	Suggested G/L Procedures (Day,Week,Month)	Setting Up Trams Back Office
o	Profiles Menu (Includes how to's)	Profiles
o	Invoices Menu (Includes how to's)	Invoices
o	Payments/Adjust Menu (Includes how to's)	Payments/Adjustments
o	General Ledger Menu	General Ledger
o	Reports Menu (Includes how to's)	Reports
o	How to use Report Generator	Report Generator
o	How to Build Reports	Building Reports
o	How to Use the Financial Manager	Financial Manager

Establishing a Structured Routine

Once the *Trams* system is set up and the foundation is established (the four Core Reports), begin following the checklist of suggested procedures as outlined in the **General Ledger** chapter for the *Daily Routine, Weekly Routine* and the *Monthly Routine*.

2

Installing Trams

This chapter contains:

- ☐ Minimum Hardware Requirements
- ☐ Directions for Installation
- ☐ For Agencies using ClientBase and Adding TBO
- ☐ *Trams* License Manager
- ☐ Alias Utility
- ☐ PCI Compliance

Minimum Hardware Requirements

Trams Back Office requires minimum hardware requirements. Click here for the current requirements.

TBO Installation

For brand new installs: If installing TBO on a brand new computer that does not have ClientBase already installed, use the **InterBase XE** listed below.

Trams Back Office Installation with InterBase XE3

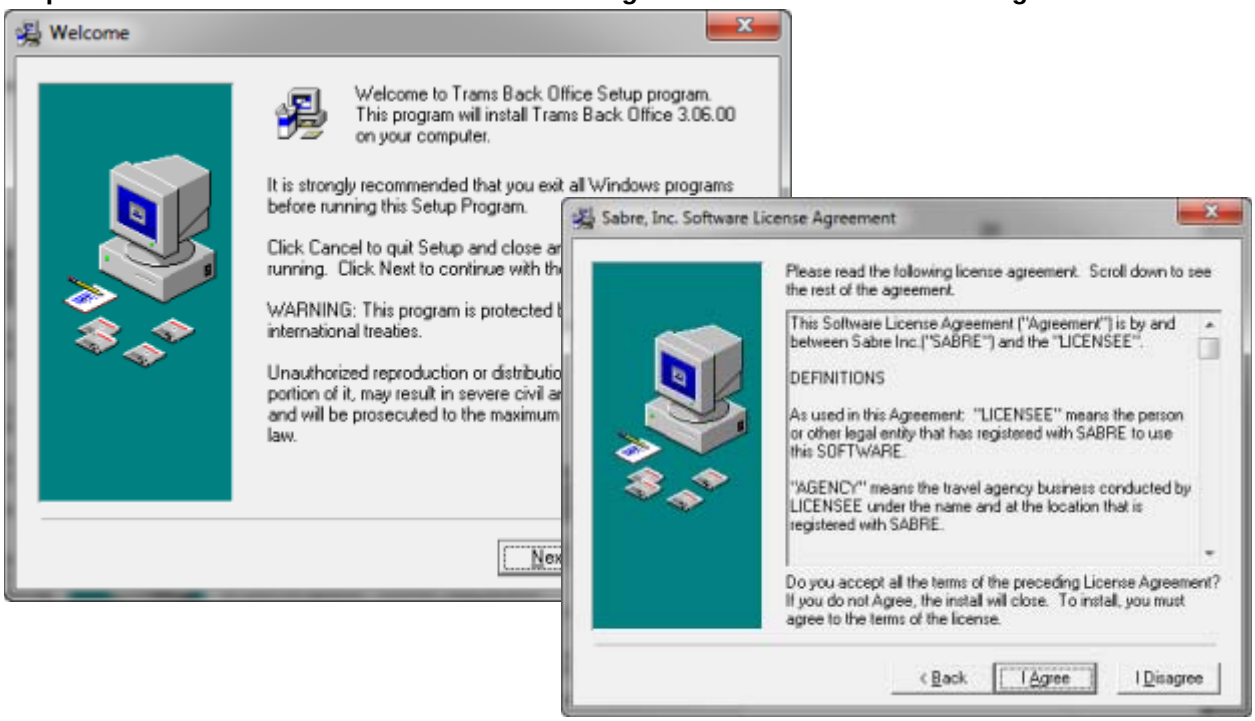
Reminder before installing, a *Trams* Implementation rep will be calling (***Trams.Implementation@sabre.com***) to assist with this process.

Step 1: Download the Program File. After selecting the computer that functions as the *Trams* Back Office computer, download the *Trams* Back Office installation.exe file onto a folder on the computer's hard drive. (To network this program, make a shared folder that can be accessed from the workstations on the network.) The file is quite large so this may take some time to download with a slow connection.

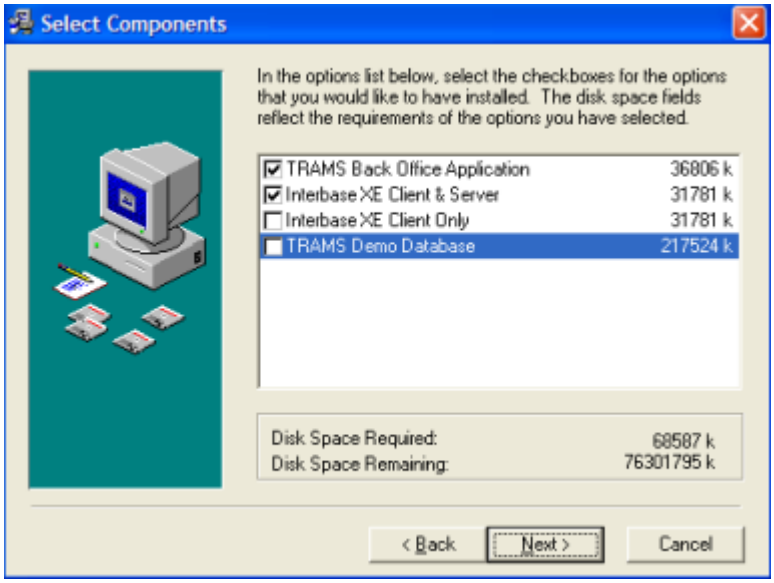
Trams Back Office Installation Files All Countries

Step 2: Run the *setup.exe*. Go to **Start|Run** to browse to the folder that holds the downloaded file. Double-click the file to be launched into an installation wizard.

Step 3. Select *Next* at the Welcome Screen and *Agree* at the Software License Agreement form.

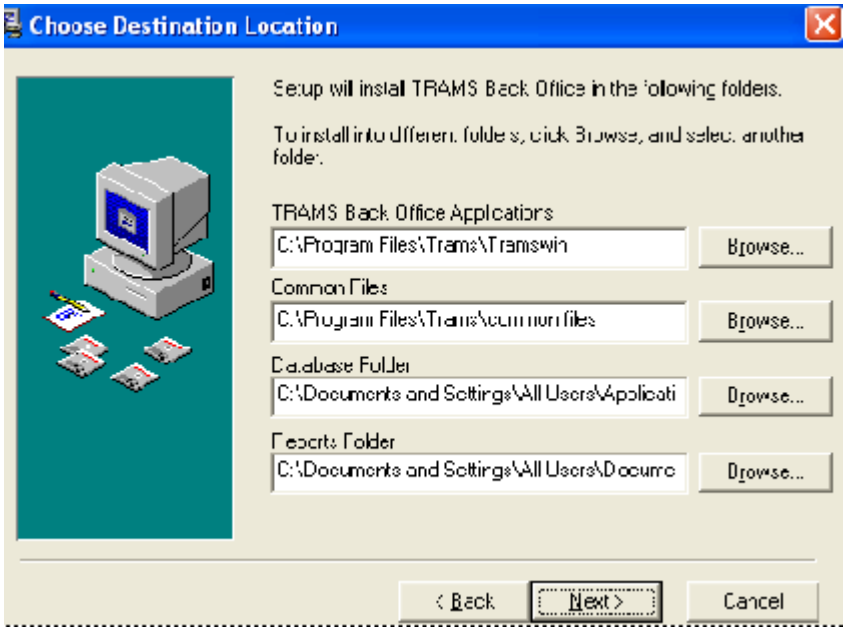

Welcome
Welcome to Trams Back Office Setup program.
This program will install Trams Back Office 3.06.00 on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup Program.
Click Cancel to quit Setup and close ar
running. Click Next to continue with th
WARNING: This program is protected
international treaties.
Unauthorized reproduction or distributio
portion of it, may result in severe civil ar
and will be prosecuted to the maximum
law.
Sabre, Inc. Software License Agreement
Please read the following license agreement. Scroll down to see the rest of the agreement.
This Software License Agreement ("Agreement") is by and between Sabre Inc.("SABRE") and the "LICENSEE".
DEFINITIONS
As used in this Agreement: "LICENSEE" means the person or other legal entity that has registered with SABRE to use this SOFTWARE.
"AGENCY" means the travel agency business conducted by LICENSEE under the name and at the location that is registered with SABRE.
Do you accept all the terms of the preceding License Agreement? If you do not Agree, the install will close. To install, you must agree to the terms of the license.
< Back
I Agree
I Disagree

Step 4. Select the components to install (default selections are already checked for stand-alone users and servers). Select *Trams License Manager* only when installing program on server (a single computer is Interbase Client/Server. If ClientBase is already installed on the server, the selection is IB client only.) The server installs *Interbase Client & Server.* If setting up multi-user workstations, select the *Interbase Client Only* option for the workstations.


Select Components
In the options list below, select the checkboxes for the options that you would like to have installed. The disk space fields reflect the requirements of the options you have selected.
TRAMS Back Office Application 36806 k
Interbase XE Client & Server 31781 k
Interbase XE Client Only 31781 k
TRAMS Demo Database 217524 k
Disk Space Required: 68587 k
Disk Space Remaining: 76301795 k
< Back
Next >
Cancel

Step 5. Select the Destination folders (where *Trams Back Office* files are to loaded). We strongly

recommend using the default destination folder:



For XP/2003 Server, the path would be this:

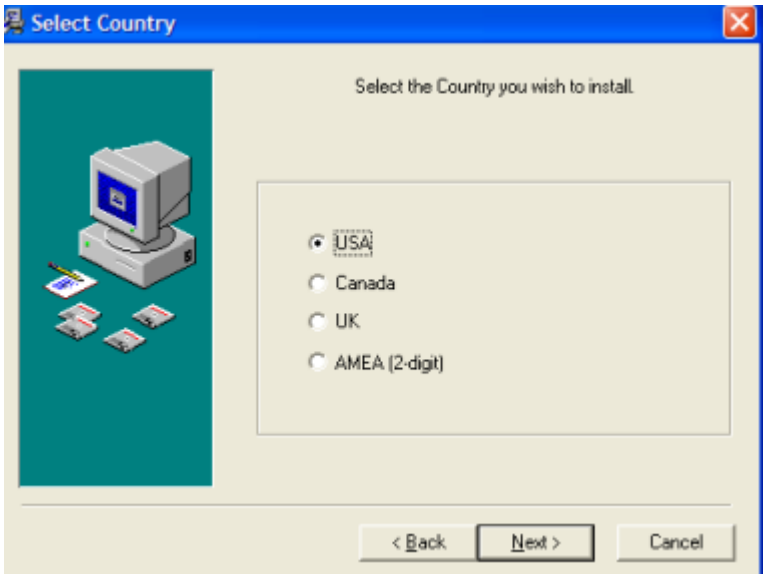
C:\Documents and Settings\All Users\Application Data\Trams\Database\Trams.ib

For Vista, Windows 7 and Windows 2008 Server, the path would be:

C:\ProgramData\Trams\Database\Trams.ib

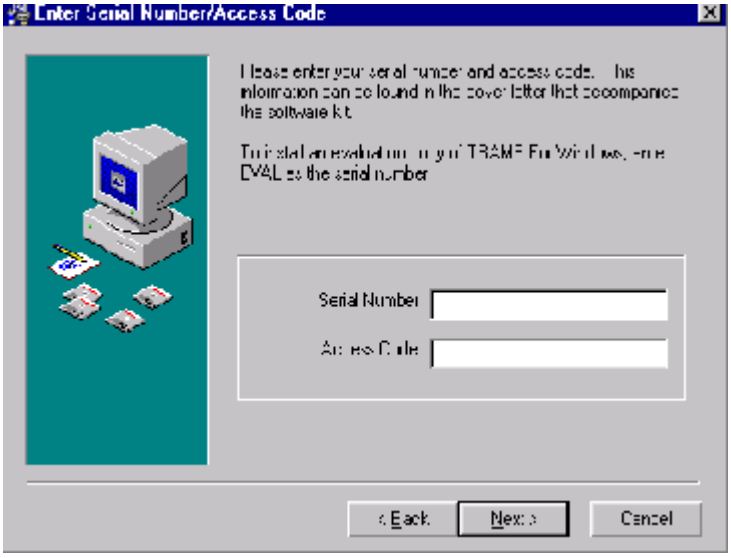
Click *Next*.

Step 6. Select the Country you wish to install.



Step 7. Enter the serial number and access code found in the welcome e-mail received from *Trams*.
Please contact the *Trams* Marketing Department at **Trams.Billing@sabre.com** or

Trams.TBOSupport@*sabre*.com if it cannot be located. Click *Next.*



Step 6. Enter the serial number and access code for Interbase Server. Clicking *Next* verifies the access code, and serial number for the number of users and computers for which Interbase has been purchased (this serial number and access code are in the welcome e-mail). Click *OK.* Another screen pops up that says requires that the Interbase Serial # and Access code now need to be entered as the system is now ready to install Interbase.

Step 7. Select *Next* to install files.

Step 8. Restart the computer before continuing.

Microsoft comctl32.dll Update
You must restart your computer before the new settings will take effect.
Do you want to restart your computer now?
Yes
No

Step 9: Run the CBPlusup.exe file for encryption purposes by clicking here.

Step 10: After installation is complete, a blank database with the filename of TRAMS.ib is created. When launching Trams Back Office you see the screen, shown below, defaulting to your Trams alias, asking for a User Name and Password. Your password was sent to you under separate cover.

This completes the installation of TBO. Now you need to update your program by going here and following the directions to upgrade to any newer version.

Multiuser Installation

Go to each workstation and browse to the shared folder where the *Trams Back Office* installation setup.exe. Use the install components of InterBase Client Only, *Trams Back Office,* and *Trams Back Office* Documentation on each of the computers with access to *Trams Back Office*.

After each workstation has *Trams Back Office*, point the Alias to the correct database file. Go to **Start|All Programs|*Trams* Back Office Alias Utility**. Go into the *Trams* Alias, change the path to point to the *Trams.ib*, located on the server using the format required for the network:

Remote via TCP/IP

For XP/Windows 2003 Server, the default path is this:

Server Name: C:\Documents and Settings\All Users\Application Data\Trams\Database\Trams.ib

For Vista/Windows 7/2008 Server, the default path is this:

Server Name:C:\ProgramData\Trams\Database\Trams.ib

Auto-Update Feature

A new auto-update feature has been added starting in Trams Back Office 3.06.00 that will automatically install updates for the tramswin and download executables. Auto-update greatly streamlines installing updates on users' workstations and ensure fixes are being installed in a timely manner. It will only install updates that match the current major version (3.06.01 or 3.06.02, for example).

When Trams Back Office (tramswin.exe) is launched, the auto-update feature will check to see if a newer version is available, then automatically download and install the update on the users' workstation. The automatic update works for tramswin, download, ibbackup, and the ibbackuplib files. The earlier versions of the executables will be renamed by appending .old to the file name during the process, so they will still be available for rollback purposes if necessary.

Users can cancel the auto-install routine and will be reminded 24 hours later upon the next login attempt. If a user does not have administrative rights, the auto-update routine won't be able to install the new versions. If download.exe is running while the update is being installed, it won't be interrupted. The download.exe file will be renamed to download.exe.old while running, and the next time download.exe is launched, the new version will run.

For Agencies Using ClientBase and Adding Trams Back Office

If the agency has been using ClientBase and have decided to add *Trams* Back Office, follow these instructions:

1. Upgrade the ClientBase program to latest version. The database update should be run with the update to latest version.

2. On the Server, proceed with the *Trams* Back Office Installation as outlined above (make sure to install correct latest version.

3. Proceed to install *Trams* Back Office as outlined above on all workstations.

For help, please e-mail **Trams.Implementation@sabre.com**.

Program Components

This program is made up of the following pieces: The *InterBase Server; Trams.ib; ibbackup.exe; Tramswin.exe; convert.exe; winint32.exe*; *download.exe, tfwhelp.hlp and tfwup.exe.*

The InterBase Server: The database operating system behind *Trams Back Office*.

Trams.ib: The database backbone, holding all the data and tables where data resides.

Tramswin.exe: The actual program file that coordinates the InterBase server and the *Trams.ib* - what is seen on the screens of *Trams* Back Office and data manipulation.

Wintint32.exe: The program receiving interface data from a GDS.

Download.exe: The program converting GDS interface data into the *Trams* format.

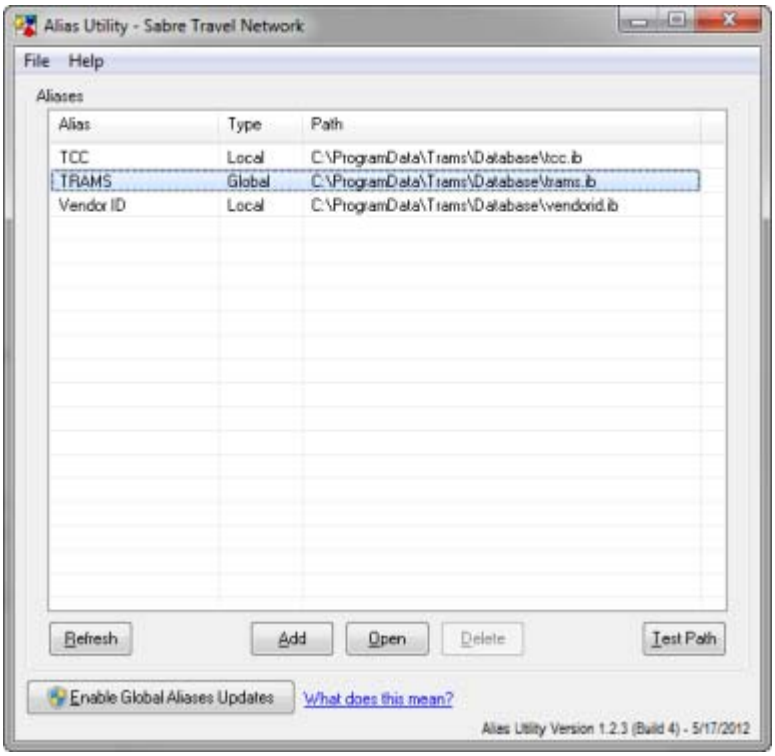
IBBackup.exe: The program used for backing up *Trams* Back Office.

index.html: The help files linked to screens.

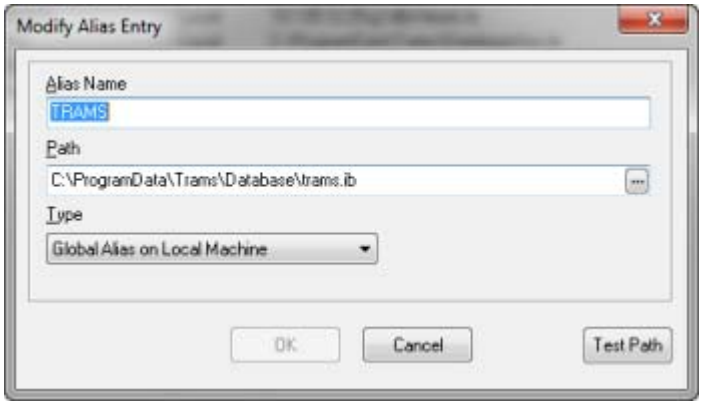
TFWup.exe: Updates the database structure when needed for program enhancements.

Trams Alias Utility

The Alias Utility manages the location of the *Trams* database/s. An alias is simply a *shortcut* name to the long path which maps to the location of the database. By default there are probably two aliases set up, *Trams* (the *Trams* database), and *DemoData* (a database with sample data in it that can be used to experiment with the program). But there can be as many databases as desired. Access the *Trams* Alias Utility in the program group by going to **Start|Programs|Trams Back Office|Alias Utility.**



Click *Enable Global Aliases Updates* to add, modify or delete an Alias.



Alias Name: The short name to long path to the database.

Path: The path that leads to the Alias's database.

Test Path: When setting up a new Alias, *Test Path,* provides a test to verify the correct path.

Type: Select *Global Alias On Local Machine***:** For multiple users on a machine (like in Terminal Server), then each user needs to have a copy of the alias set up. With *Global Alias*, an administrator sets up one global alias on the machine that is used by all users on that machine. The *Local Alias* is used on the Server or on a single user computer.

Special Note: *To initiate changes to the Alias Utility, make sure to log out of the Trams program and log back in again.*

Changing the Trams Alias

To make a change the database location, start the alias utility by going to **Start|Program Files|Trams Back Office** and select **Alias Utility**. Add, Modify, or Delete Aliases from this screen.

Click *Add* or *Modify* to bring up the screen where the alias path is entered. The Alias Name is simply a name used to recall the path to the database.

Note: Formats for the path to the database if on a network are:

TCP/IP Servername:drive:\directories\databasename.ib

Netbeui \\Servername\drive:directories\databasename.ib

Trams License Manager

The software license manager monitors the number of users logged into the database, and compares it to the agency Access Code which reflects the number of users the agency is licensed for with *Trams* and ClientBase Products and Services. When accessing the *Trams* database using any of *Trams* applications, the *Trams* License Manager verifies that connection can be made to the *Trams* database and that a current version of the License Manager is enabled.

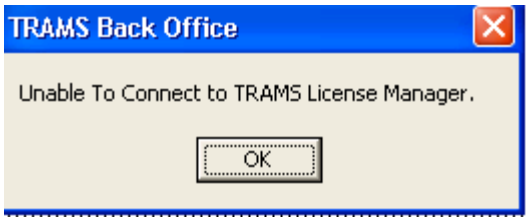
The *Trams* License Manager utilizes for communication Port 8090. This port must be opened on any firewall that a company may be utilizing to filter traffic internally. It also must be opened externally, for remote users, in their network configuration.

If the licensed number of users is exceeded, the system prompts:

Your Trams User License is currently set for X Users. You are the Xth User logging into your database. Please contact Trams Marketing to modify your User Licenses and obtain a new Access Code.

This means number of User Licenses have been exceeded and someone else needs to log out of the program or contact *Trams* Billing at 310-641-8726 or **Trams.Billing@Sabre.com** to obtain additional licenses.

No Version of Trams License Manager



If the *Trams* License Manager is not running on the remote server, the following error screen is displayed. The License Manager does not allow remote connection to the *Trams* database unless the *Trams* License Manager is running. If the *Trams* License Manager is running, and this message is still appearing, check to

see that the Alias is mapped correctly. A firewall, too, may be blocking the License Manager as well. If assistance is needed in troubleshooting this issue, e-mail **Trams.TBOSupport@*sabre*.com** or call support directly at 310-641-8726. option 1.

Steps to Upgrade Interbase to XE3

Upgrading your Interbase to XE will improve the performance of your database. Contact Trams Support at **Trams.TBOSupport@sabre.com** or 310-641-8726 to obtain the download file's path, the Interbase serial number and access code for the upgrade to Interbase XE.

Minimum Versions

TBO 3.02.02

CBW 3.06.01

IB 7.1 (do not upgrade if IB version is 6.X)

Recommended Versions

TBO 3.04

CBW 3.07

IB 7.1 or above

The download includes the **ibxeserver.exe**. This needs to be saved to your server on the desktop of the server or somewhere else easily accessible.

1. Make sure all users are logged out of Trams Back Office and/or ClientBase Windows.

2. Do a full backup of the Trams database. You can store the backup either on the server or on external media.

3. Rename the database file (i.e. add.old to the end of the filename). This will serve as a second backup after the upgrade. Once you are satisfied that the system if functioning properly, the old database file can be deleted.

4. Install ibxeserver.exe. Enter the Interbase serial number and access code you were given when prompted

5. After installing, either reboot the server or manually start the XE service.

6. Launch IBBackup and restore the backup that you created in Step 2. Make sure you specify a page size of 16K for optimal performance.

7. Log into the database with Trams Back Office and ClientBase Windows.

8. Install the XE client on the workstations. Use the same ibxeserver.exe but do a client-only install (leave the serial number and access codes blank).

PCI Compliance

Credit Card Encryption Background

The payment card industry (PCI) compliance and validation regulations spells out what security measures must be taken to protect the private information during any transaction occurring with the use of a paycard. The PCI Data Security Standard is used by all card brands to assure the security of the data gathered when transacting on behalf of a customer. There are numerous regulations including encrypting the credit card numbers in the database.

Encrypting this data makes it virtually impossible to decipher a credit card number without a decryption key

which protects the credit card information in the database from fraudulent abuse. Future *Trams* Back Office development will implement additional enhancements to help agencies further comply with the PCI regulations.

How it Works

In *Trams* Back Office, credit card numbers will be encrypted in the database and masked throughout most of the TBO application upon new installation of TBO 3.01 or higher.

For older TBO users, encryption and masking occurs when the 3.04 ClientBase database update (CBPlusup) is run on the existing database, but will only encrypt if the *Trams* Back Office version is 3.01 or higher. The CBPlusup.exe can be downloaded from the link on the TBO download page. A new field will be added to the database to accommodate the encrypted credit card number the existing credit card field will contain a masked version of the number. A cleaning and masking routine takes place during the database update to standardize all of the credit card numbers so they can be properly masked for all applications utilizing the masked Credit card field.

Masked Credit Card numbers are displayed in the payment query screen and on most reports.

Masked Exceptions:

- Payments|Reconciliation|CC Merchant Reconciliation query screen (Payments|Reconciliation|CC Merchant Reconciliation)

- Reports|Payments|CC Merchant Reconciliation

- Reports|Payments||Credit Card Reconciliation

- IC Export Utility

Only valid credit card numbers will be cleaned and appear in the masked format.

Valid Credit Card Formats:

- Valid credit card numbers with spaces are considered valid

- Valid credit card numbers with letters (VI1234123412341234)

- Valid credit card numbers with expiration date after a slash (CA5458004519231383 /1109)

Valid credit cards are standardized using these rules:

- Any non-numeric text at the beginning of the string up to the first digit is stripped out. AX 3782 078 234 0834/1008 becomes 3782 078 234 0834/1008.

- All spaces are removed. 3782 078 234 0834/1008 becomes 37820782340834/1008.

- The credit card string is truncated starting at the first non-numeric character, usually a slash, leaving only digits. 37820782340834/1008 becomes 37820782340834.

The new masking format used is:

- 2 letter card code + space + first 2 digits+ ?-XXXX-? + last 4 digits (i.e. MC 54-XXXX-2364).

- All credit card fields where a credit card number can be entered or modified will display the full credit card number (unmasked).

- Mask credit card numbers in the Payment Query results screen. The full credit card number can still be entered in the Payment Query Advanced tab to search for a specific card however; the masked version will be displayed.

- The Report Generator Fixed CC No. field name has been changed to Full CC No. and will display the full credit card number (unmasked).

- An indicator has been added to Help/Table Version to show if the database has been encrypted (Yes,No).

Technical Notes:

- The field name Credit Card Number will be renamed ?CCNUMBER?.

- Three changes to database fields takes place when the 3.04 CBPlusup has been run.

- Masked CC Number Field (CCNUMBER): Credit card number in masked format. Credit card numbers are standardized and validated. Valid credit cards are saved in its masked format and invalid credit cards are saved as is.

- Encrypted CC Number Field (NUMBERENCRYPT): Encrypted full credit card number entry (all numbers whether valid or not are encrypted).

- Hash CC Number Field (NUMBERHASH): Credit card number in hash format. This field is used for faster searching of credit card number?. Valid credit cards hash the standardized format. Invalid credit cards hash the number as is.

Use of Encryption Keys for Third Party or Custom Development

A unique key will be generated for each agency that can be used in product development for applications that will need to read the full credit card number. The key can be obtained by a SYSDBA log-in only by going to **Utilities|Credit Card Encryption Key** and entering a password provided by the *Trams* Support desk. Running the CBPlusup will also install a CCEncrypt.dll file that will allow access to the *Trams* database to view un-encrypted Credit card numbers. The intended audience is for the designers and developers of applications that reads credit card numbers from outside of the *Trams* database. Need information on how to un-encrypt the credit cards? Send a fax asking for this information to 310-641-8726. The fax should be on company letterhead and should have the signature of the manager or other higher up.

PCI Changes in TBO 3.03 Release

- A PCI requirement mandates logging when a full credit card number has been viewed. Therefore, new functionality was added to allow users to view a full credit card number provided the user is logged in as SYSDBA or the user profile has the permission to view full credit card numbers enabled.

Once enabled, in payments received and made, in the profile payment info tab and in the booking expanded fare tab CC Commtrack field, right clicking on the credit card number field displays a menu option to view the full credit card number. When the user selects it, the full credit card number is displayed in the payment field and a log event is created including:

Date/Time

Username

Credit Card number

Screen or report they were in when the full cc number was viewed

Payment/invoice/profile number

- Added a new user permission under **Utilities|User Profiles** in the permissions tab *Enable ability to run reports and exports with full credit card numbers. By default, this new option is disabled (unchecked) and can only be enabled when the option*. *Enable ability to view full credit card numbers* is also enabled. Once this user permission has been enabled, any time a report is run or an export is performed, a log event is created.

- The permission setting *Enable ability to run Report Generator Reports//Exports with full credit card number* allows users to run the Prism Handoff and the CC Merchant report.

- The CC Reconciliation report mail merge format now contains masked Credit Card numbers. Users must have permission *Enable Ability to run Reports/Exports with full Credit Card Numbers* checked in order to run this report.

- An option to encrypt the backup file has been added to Database Backup/Restore Utility. If a password is specified during the backup and the backup is being compressed, the resulting zip file will be encrypted using AES 256 encryption.

When restoring a compressed backup that is password-protected, if the user specifies the wrong password (or leaves the password blank), then the restore will fail.

PLEASE NOTE: If the encryption password is lost, there is no method for recovering the password and the encrypted backup cannot be restored.

- Created a User Permission setting to enable viewing the full version of the credit card number throughout the application. The permission Enable ability *to view full credit card numbers* can be found under **Utilities|Setup|User Profiles** under the Permissions tab and is unchecked for all users by default. The credit card numbers are masked upon saving to the database. Users who have this permission enabled can right-click to view the full credit card number and select Show Full Credit Card numbers in the following areas:

On the Payment Screen - credit card number field

In Profiles - Payment Info Tab

In CC Merchant Reconciliation

Expanded Fare booking tab - Comm Track CC No field

Users with this permission can also run the CC Merchant report.

Users without this permission are unable to right-click to view the full credit card number in the above areas, and cannot access the CC Merchant report.

Password Protection

User Permission Security Enhancements (only available with Interbase XE or higher):

- **Enable User Authentication for login security settings for password management.** EUA enabling the database allows benefits from the new password management features of setting password strengths, setting password expiration dates, as well as users being able to change their own passwords.

- All user login password security enhancements are strictly tied to EUA enabling the database. If a database is not EUA enabled, *Trams* Back Office user login password management remains unchanged and only SYSDBA can update User Login passwords.

EUA Requirements:

- •IB Server and IB Client must be on IB version XE.
- •The ClientBase/*Trams* Back Office database must be updated to IB XE or higher.
- •*Trams* Back Office table version must be DB version 37 or higher (3.3)
- •ClientBase Windows table version must be DB version 99 or higher (3.6)

EUA Enabling a Database:

To EUA enable the database a special command line prompt: cbplusup.exe –eua must be used when running the CBPlusUP. When the command line prompt is used, if the above requirements are not met the user is prompted,

The following requirements must be met to EUA enable the database:

-Database Server version must be upgraded to version “10” or greater. The current version is “X”.

-Database File version must be upgraded to version “15” or greater. The current version is “X”

-Database Client version must be upgraded to version “10” or greater. The current version is “X”

Please verify these requirements are met and try EUA enabling again.

If the requirements for EUA enabling the database are met the user is prompted, ***You have the option of using Embedded User Authentication. Your user logins and passwords will now be directly tied to your database file. Enable EUA?***

- **Help|About** includes a new entry: ***EUA Enabled Yes|No***

Upon EUA enabling a database all User Login passwords are converted and stored within the database, rather than within InterBase. The SYSDBA password remains unchanged. Upon logging into *Trams* Back Office as SYSDBA after EUA enabling the database, continue using the original SYSDBA password. If that password was never changed from the generic "xxxxxxxxx" password, a prompt launches upon first login to change the password.

All other User Logins have their current password converted to their login name (which is always Upper Case). As each user first logs into *Trams* Back Office (or ClientBase) they will need to use their newly converted password based on their login name. For example, if the User Login name is MARY, upon first logging into *Trams* Back Office the user should enter MARY into the Login Name **AND** enter MARY into the password. Upon successfully entering the User Login and Password the user is then prompted to enter a new password, to ensure security going forward. This new password is then used each time the user logs into *Trams* Back Office. Because the database is EUA enabled, all users can now update their own User Login passwords by going to **Utilities|Setup|User Profile** and entering a new password.

A new setting was added to the Utilities menu called User Login Password Settings. When "Enable Password Expiration" is checked, you can set up how often (number of days) a password should expire. If a User Login password expires as a result of this setting, upon login the user will be prompted to enter the current login and password and then enter (and re-enter) a new password. This setting must be turned on by a user with manager authorization.

Password Expiration

Enter the number of days until password is expired (Example: 30, 60, 90, etc.). If you are also a CBO user, the maximum time allowed for a password to be used before resetting is 90 days. Once password expires, when user tries to login user is directed to a new page and asked to enter the old password and a new password.

Password Strength

A setting was also added to assign password strength when creating a new password. If a chosen password does not meet the rules, user must change password before allowed to continue.

Options are low, medium or high and are described as follows:

Low Strength - Passwords must contain:

- A minimum of one character
- A maximum of 8 characters
- Cannot be a repeat of last 4 passwords

Medium Strength - Passwords must contain:

- A minimum of 7 characters
- A maximum of 8 characters
- At least one alpha character (a-z, A-Z)
- At least one numeric character (0-9)
- Cannot be a repeat of last 4 passwords

High Strength - Passwords must contain:

- A minimum of 7 characters
- A maximum of 8 characters
- At least one lower case alpha character (a-z)
- At least one upper case alpha character (A-Z)
- At least one numeric character (0-9)

- At least one special character (!,@,#,$,%,^,&,*,_,-,+,= etc.)
- No character may be used more than once, regardless of case
- Cannot be a repeat of last 4 passwords

Blacklisted Passwords

For security purposes certain passwords are no longer allowed to be used in the database. The default that came with the program is no longer allowed for use as a password for SYSDBA. After EUA enabling the database, if the SYSDBA password is the default, or if at any point you are changing the SYSDBA password and you try to use the default, you are prompted to select a different password.

For user logins, the user login name and the user password can no longer be the same. After EUA enabling the database, if you try to create a password that matches the user login name, you are prompted to select a different password.

Important Note about SYSDBA Password:

It is extremely important that you archive the SYSDBA password to a removable storage drive as a source of password recovery. If the SYSDBA password is forgotten and was not archived, the password cannot be recovered.

To archive, when changing the SYSDBA password enter the new password and check the box *Archive Password*. Click *OK* to save and a popup screen is displayed to create a password recovery disk.

The prompt appears, *Please insert your password recovery drive/disk and select the appropriate drive letter to archive the password. To refresh the drive list, click the drop down arrow. Then press OK to continue or Cancel to stop the process.* Click the arrow and select the drive to save the password to and click *OK*.

Once the password is on the drive the prompt, *Password successfully archived* is displayed. Should the need arise to recover the password from the removable device, in the login screen, click the *Forgot Password* link (which is only visible with the SYSDBA Login), then insert the removable device and navigate the removable device drive. Once logged in, the SYSDBA password should be changed and re-archived.

3

Utilities

This chapter contains directions on setting up defaults and configuring *Trams Back Office* for the agency, as well as the use of other features listed under Utilities:

- ☐ User Profile
- ☐ Global Defaults
- ☐ Branches
- ☐ Travel Types
- ☐ Bank Accounts
- ☐ G/L Accounts
- ☐ Checks
- ☐ Conversion Rates
- ☐ Printer Defaults
- ☐ Headers/Footers
- ☐ Fare Codes
- ☐ City Codes
- ☐ Groups
- ☐ IC/Host Codes
- ☐ CC Processors
- ☐ UDIDs
- ☐ Backup
- ☐ Update Statistics
- ☐ Calculator
- ☐ Purge
- ☐ Enter Access Code

User Profiles

To protect the security of the *Trams Back Office* system for the agency, each person using *Trams Back Office* is assigned a User Profile. Each User Profile in *Trams Back Office* can be unique, authorizing different levels of access for each user. The user is prompted for a Login, and Password when launching the *Trams Back Office* program. *Trams Back Office* assumes there is one person who acts as a gatekeeper for access to all levels of *Trams Back Office*. Limit who can get into the agency's financial records, payroll

information, or commission amounts. Assigning passwords and login names are the way to accomplish different levels of access.

User Profile Authorization Levels - SYSDBA and User

There are two levels of User Profiles: *SYSDBA (System Database Administrator)* and *User*. The SYSDBA creates, modifies or deletes other User Profiles. Only **one** User Profile can be established with an authorization level of SYSDBA. Why? *Trams Back Office* assumes the System Database Administrator is the only one that needs to know the passwords for all users, any sensitive payroll information, etc. The SYSDBA sets accessibility levels for all users, preventing all or selected users access to any sensitive agency information. Set all other User Profiles to *User* authorization. An unlimited number of User Profiles can be set up and each can be tailored to authorize access to specific areas in *Trams Back Office*.

The *Trams Back Office* program comes with one Administrator Profile built with an Authorization level of SYSDBA. By default, this User Profile's Login Code is SYSDBA and uses the password (must be changed) which came in the welcome e-mail to the agency. The SYSDBA login name **cannot** be changed. A password can be established and given to those in the agency who need access to *Trams Back Office*. If a password is not assigned to the SYSDBA Profile and no additional User Profiles are created, anyone entering into the *Trams Back Office* system is, by default, signed in as a Manager with full access to every area of the program. ***Passwords provide security.***

Changing the SYSDBA Password

To change the SYSDBA password in TBO, go to Utilities|Setup|User Profiles. Highlight the *User Name, SYSDBA,* enter the new password and click *Update.* Warning: Take care when entering the password, as there is not a prompt to repeat the password. Make sure to write the password down for reference.

Password Protection for TBO Users on InterBase XE or Higher

User Permission Security Enhancements (only available with Interbase XE or higher):

- **Enable User Authentication for login security settings for password management.** EUA enabling the database allows benefits from the new password management features of setting password strengths, setting password expiration dates, as well as users being able to change their own passwords.

- All user login password security enhancements are strictly tied to EUA enabling the database. If a database is not EUA enabled, *Trams* Back Office user login password management remains unchanged and only SYSDBA can update User Login passwords.

EUA Requirements:

- IB Server and IB Client must be on IB version XE or higher.
- The ClientBase/*Trams* Back Office database must be updated to IB XE or higher.
- *Trams* Back Office table version must be DB version 37 or higher (3.3)
- ClientBase Windows table version must be DB version 99 or higher (3.6)

EUA Enabling a Database:

To EUA enable the database a special command line prompt: cbplusup.exe –eua must be used when running the CBPlusUP. When the command line prompt is used, if the above requirements are not met the user is prompted,

The following requirements must be met to EUA enable the database:

- Database Server version must be upgraded to version “10” or greater. The current version is “X”.

- Database File version must be upgraded to version “15” or greater. The current version is “X”

- Database Client version must be upgraded to version “10” or greater. The current version is “X”

Please verify these requirements are met and try EUA enabling again.

If the requirements for EUA enabling the database are met the user is prompted, ***You have the option of using Embedded User Authentication. Your user logins and passwords will now be directly tied to your database file. Enable EUA?***

- **Help|About** includes a new entry: ***EUA Enabled Yes|No***

Upon EUA enabling a database all User Login passwords are converted and stored within the database, rather than within InterBase. The SYSDBA password remains unchanged. Upon logging into *Trams* Back Office as SYSDBA after EUA enabling the database, continue using the original SYSDBA password. If that password was never changed from the generic "xxxxxxxxx" password, a prompt launches upon first login to change the password.

All other User Logins have their current password converted to their login name (which is always Upper Case). As each user first logs into *Trams* Back Office (or ClientBase) they will need to use their newly converted password based on their login name. For example, if the User Login name is MARY, upon first logging into *Trams* Back Office the user should enter MARY into the Login Name **AND** enter MARY into the password. Upon successfully entering the User Login and Password the user is then prompted to enter a new password, to ensure security going forward. This new password is then used each time the user logs into *Trams* Back Office. Because the database is EUA enabled, all users can now update their own User Login passwords by going to **Utilities|Setup|User Profile** and entering a new password.

A new setting was added to the Utilities menu called User Login Password Settings. When "Enable Password Expiration" is checked, you can set up how often (number of days) a password should expire. If a User Login password expires as a result of this setting, upon login the user will be prompted to enter the current login and password and then enter (and re-enter) a new password. This setting must be turned on by a user with manager authorization.

Password Expiration

Enter the number of days until password is expired (Example: 30, 60, 90, etc.). If you are also a CBO user, the maximum time allowed for a password to be used before resetting is 90 days. Once password expires, when user tries to login user is directed to a new page and asked to enter the old password and a new password.

Password Strength

A setting was also added to assign password strength when creating a new password. If a chosen password does not meet the rules, user must change password before allowed to continue.

Options are low, medium or high and are described as follows:

Low Strength - Passwords must contain:

- A minimum of one character

- A maximum of 8 characters

- Cannot be a repeat of last 4 passwords

Medium Strength - Passwords must contain:

- A minimum of 7 characters

- A maximum of 8 characters

- At least one alpha character (a-z, A-Z)

- At least one numeric character (0-9)

- Cannot be a repeat of last 4 passwords

High Strength - Passwords must contain:

- A minimum of 7 characters
- A maximum of 8 characters
- At least one lower case alpha character (a-z)
- At least one upper case alpha character (A-Z)
- At least one numeric character (0-9)
- At least one special character (!,@,#,$,%,^,&,*,_,-,+,= etc.)
- No character may be used more than once, regardless of case
- Cannot be a repeat of last 4 passwords

Blacklisted Passwords

For security purposes certain passwords are no longer allowed to be used in the database. The default that came with the program is no longer allowed for use as a password for SYSDBA. After EUA enabling the database, if the SYSDBA password is the default, or if at any point you are changing the SYSDBA password and you try to use the default, you are prompted to select a different password.

For user logins, the user login name and the user password can no longer be the same. After EUA enabling the database, if you try to create a password that matches the user login name, you are prompted to select a different password.

Important Note about SYSDBA Password:

It is extremely important that you archive the SYSDBA password to a removable storage drive as a source of password recovery. If the SYSDBA password is forgotten and was not archived, the password cannot be recovered.

To archive, when changing the SYSDBA password enter the new password and check the box *Archive Password*. Click *OK* to save and a popup screen is displayed to create a password recovery disk.

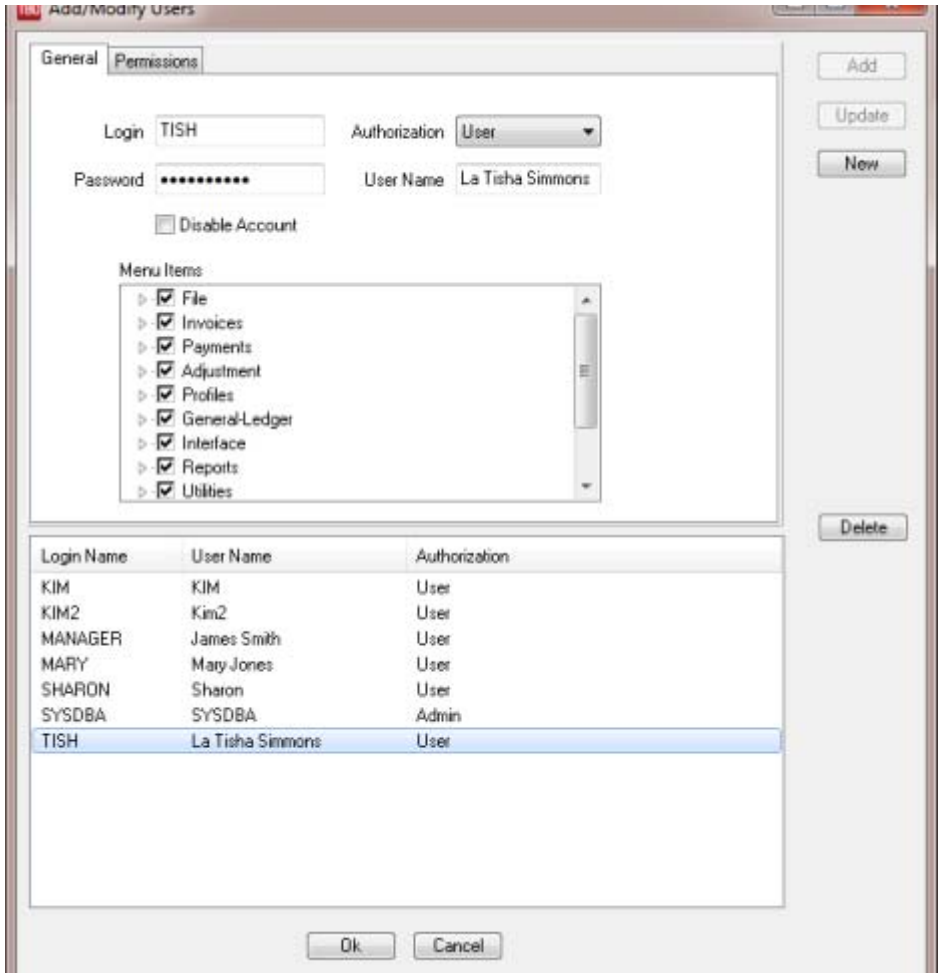
The prompt appears, *Please insert your password recovery drive/disk and select the appropriate drive letter to archive the password. To refresh the drive list, click the drop down arrow. Then press OK to continue or Cancel to stop the process.* Click the arrow and select the drive to save the password to and click *OK*.

Once the password is on the drive the prompt, *Password successfully archived* is displayed. Should the need arise to recover the password from the removable device, in the login screen, click the *Forgot Password* link (which is only visible with the SYSDBA Login), then insert the removable device and navigate the removable device drive. Once logged in, the SYSDBA password should be changed and re-archived.

Creating a New User Profile

To create a new User Profile, sign in as SYSDBA. Enter into **Utilities|Setup|User Profiles** and the following screen appears. From here Add, Modify, or Delete User Profiles and Grant or Revoke access to certain areas of the program. ***Remember to record and store each user's password in a safe location***. If a user's password is misplaced, login as the SYSDBA and setup a new one. But be very CAREFUL with storing the SYSDBA password, as this is a master password.

General Tab

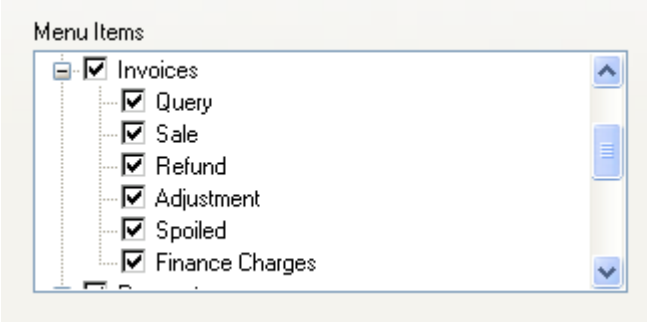


Login	Assign a login code to this User Profile. When signing into the *Trams Back Office* program, the system prompts for this login code, and access to various areas of *Trams Back Office* is determined by how the rest of this User Profile is completed.
Authorization	There are two types of User Profiles. One has an Authorization level of ***SYSDBA***, (Create, modify, or delete other User Profiles. Only one User Profile can be established with an Authorization level of SYSDBA, but several people can be given the same permissions.) The second type of User Profile has an Authorization level of ***User***. There can be an unlimited number of User Profiles with specific authorization levels tailored for access to various areas in *Trams Back Office.*
Password	A password can be assigned to each User Profile. When signing into *Trams Back Office,* the system first prompts for a login code, then the password. (When entering passwords, the screen displays *** for security purposes.)
User Name	Enter the name or names for whom the User Profile is established (e.g. Lee/Brian).
Disable Account	To disable a user account rather than delete it, check this box. ClientBase users (who are sharing the *Trams Back Office* database) can be disabled from using *Trams Back Office* by checking here.

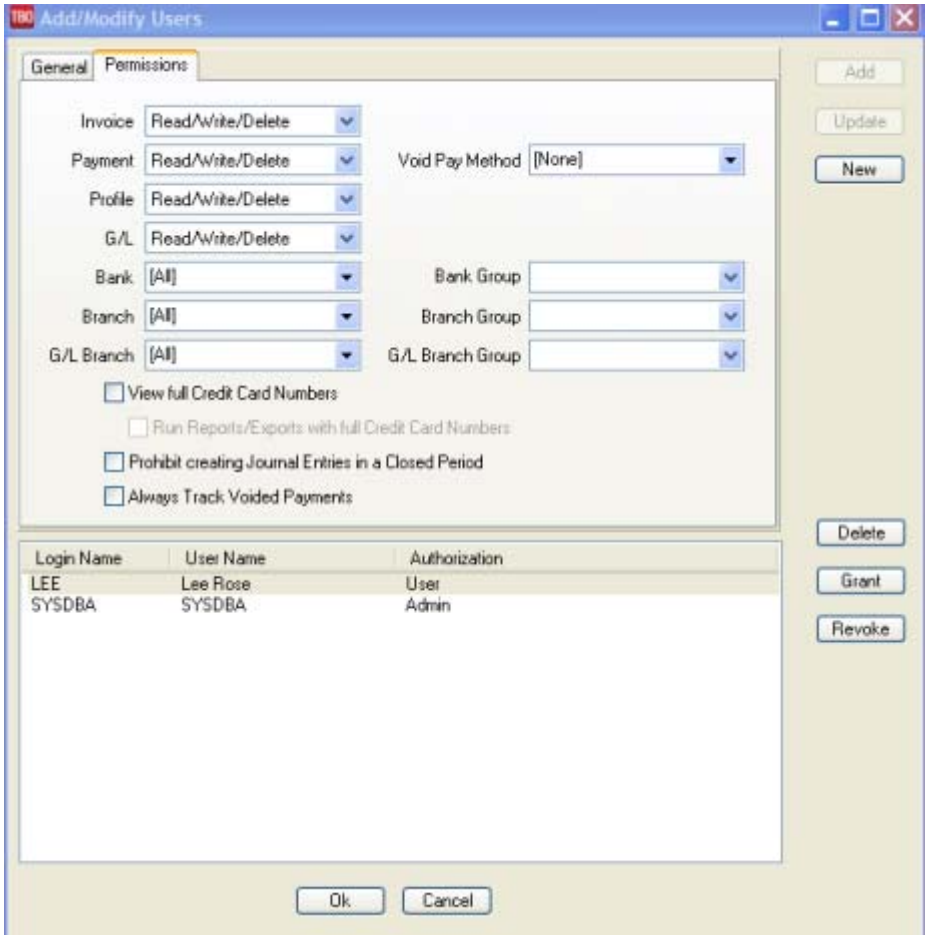
Menu Items	From the menu item "tree," enable/disable any file menu items for user. Use the plus sign to enable/disable these items. (See Graphic Below.)
Add/Update/New	To add a new user, click *New*, fill out the required fields and click *Add,* then *OK* to save. To revise a user permissions, click on the user name in the data entry screen below, make all changes in fields above, and click *Update,* then *OK* to save. Copy an existing user's settings by clicking on the user to copy in the data entry screen below, change the *Login Name, Password* and *User Name* in the fields above, and click *Add,* then *OK* to save.
Delete	To delete a user, highlight the name in the data entry screen below, and click *Delete.*

Menu Items

Check all the menu items for this user to access. Drill down into the menu items by clicking on the plus sign to grant more targeted permissions.



Permissions Tab



Establish system permissions by clicking on the Permissions Tab. Changing and deleting information is permanent and should only be granted to *Trams Back Office* users who need this function.

Invoice, Payment, Profile, and GL Permissions	Invoice, Payment, Profile, GL Permissions can be set to *Read Only*, *Read/Write*, *Read/Write/Delete, None, or Create*. *Read Only* means information can only be viewed but not changed. *Read/Write* lets the user view, add, and change information. In addition to viewing and changing information, *Read/Write/Delete* also permits deleting or voiding information. *None* does not allow the user to access that part of the program. *Create* permits the user to create new items in the system, but user will not be allowed to edit or delete any items.
Void Pay Method	From the drop-down, check off which pay method this user has permission to void.
Bank Permissions	Specify which bank user has access to by selecting *All,* or checking off appropriate bank number. If users try to view an item associated with a bank for which they do not have permission, they'll get an error message.

Bank Group Permissions	Select the group for the user to be a part of to access the same banks as other group users. Go to **Utilities|Setup|Groups**. Select Bank as the Group Type, and type in a default group label. When adding the entry, a *Members* area becomes available to pick and choose banks.
Branch Permissions	Specify which branch user has access to by selecting *All,* or checking off appropriate branch number (0 is main branch). If users try to view an item associated with a branch for which they do not have permission, they'll get an error message.
Branch Group Permissions	Select the group for the user to be a part of to access the same branches as other group users. Go to **Utilities|Setup|Groups**. Select Branch as the Group Type, and type in a default group label. When adding the entry, a *Members* area becomes available to pick and choose Branches.
GL Branch Permissions	Specify which branch user has access to for GL permissions by selecting *All,* or checking off appropriate branch number (0 is main branch).
GL Branch Group Permissions	Select the group for the user to be a part of to access the same GL Branches as other group users. Go to **Utilities|Setup|Groups**. Select GL Branch as the Group Type, and type in a Default Group label. When adding the entry, a *Members* area becomes available to pick and choose GL Branches.
Enable ability to view full Credit Card Numbers	Check here for the user to view full cc #s. The credit card numbers are masked upon saving to the database. Users who have this permission enabled can right-click to view the full credit card number and select Show Full Credit Card numbers in the following areas: **- on the Payment Screen - credit card number field** **- in Profiles - Payment Info Tab** **- in CC Merchant Reconciliation** **- Expanded Fare booking tab - Comm Track CC No field** Users with this permission can also run the CC Merchant report. Users without this permission are unable to right-click to view the full credit card number in the above areas, and cannot access the CC Merchant report.
Enable ability to run Reports/Exports with full Credit Card Numbers	Check here for the user to have ability to run Reports/Exports showing full cc #s. By default, this option is disabled (unchecked) and can only be enabled when the option *Enable ability to view full credit card numbers* is also enabled. Once this user permission has been enabled, any time a report is run or an export is performed a log event is created. This allows users to run the Prism Handoff and the CC Merchant report. The CC Reconciliation report mail merge format contains masked Credit Card numbers. Users must have permission in this area checked in order to run this report.
Prohibit creating Journal Entries in a closed period	If the user permission is enabled and end of period posting is in place, if a user attempts to save a journal entry (either from a payment or from general ledger journal entry), the user will be prompted that an end of period is in effect, permission to save is denied. If attempted from a payment screen, the payment will be saved but the opportunity to create a journal entry will not be allowed. When the user permission setting is disabled, permission to create a journal entry in the closed period will be granted however a prompt is raised to warn the user that they are making an entry in a closed period.

Always track void invoices	A void pay method is multi-selectable by a drop-down field which lists all of the payment method options. By checking pay methods, the user will not be able to void payments where the pay method is one that is checked in the user's permissions. The default setting is none meaning users have permission to void all pay methods. The void payment option will be dimmed if the requirement to *Always Track Payment Voids* (under **Utilities|Setup|Global Defaults|Prompt tab**) is enabled. When the Global Default to track voided payments is not checked, users need to go to each user profile and check the track voids option. Those that do not have track voids enabled will get the prompt to track the void or not. Users that do have the option checked won't get the option, it will always track the void.

PCI REQUIREMENTS

A PCI requirement mandates logging when a full credit card number has been viewed. Therefore, TBO functionality allows users to view a full credit card number provided the user is logged in as SYSDBA or the user profile has the permission to view full credit card numbers enabled. Once enabled, in payments received and made, in the profile payment info tab and in the booking expanded fare tab CC Commtrack field, right-clicking on the credit card number field displays a menu option to view the full credit card number. When the user selects it, the full credit card number is displayed in the payment field and a log event is created including: ***Date/Time; Username; Credit Card Number; Screen or report they were in when the full cc number was viewed; and payment/invoice/profile number.***

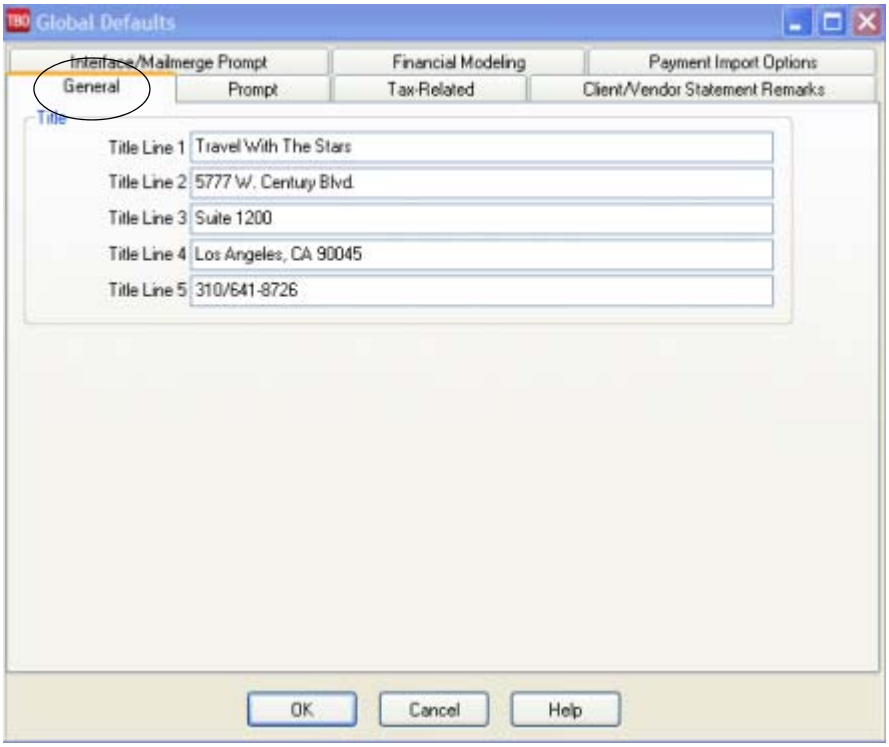
Global Defaults

Global Defaults lets the agency personalize certain aspects of the *Trams Back Office* system.

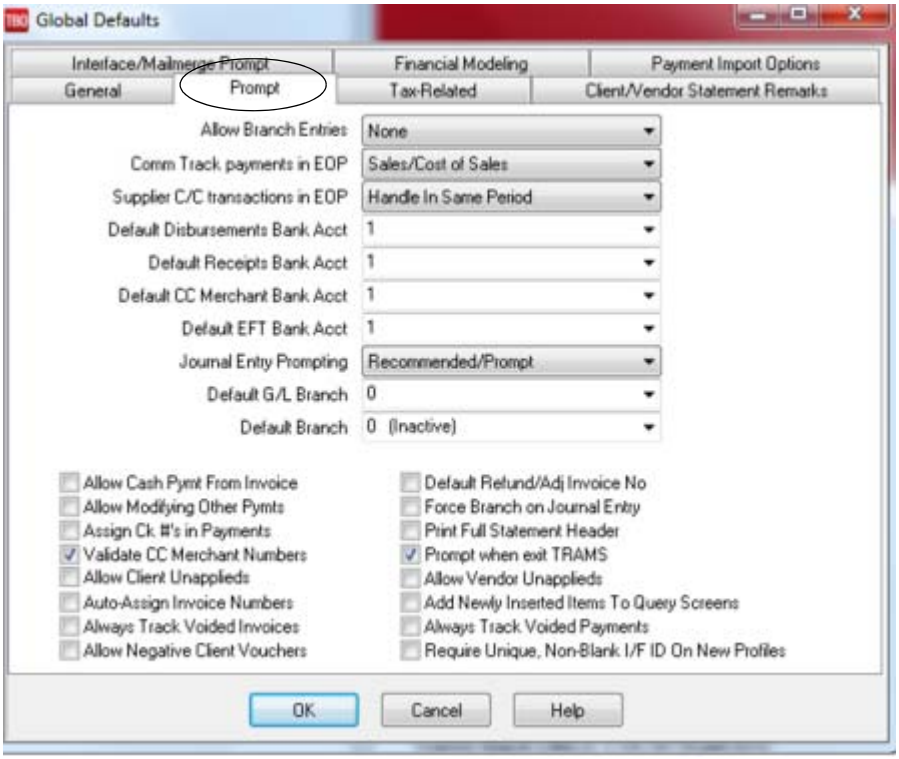
General Tab

Enter Agency address and phone information. These lines print on reports and on the *Trams Back Office*

main menu.


Global Defaults
Interface/Mailmerge Prompt
Financial Modeling
Payment Import Options
General
Prompt
Tax-Related
Client/Vendor Statement Remarks
Title
Title Line 1
Travel With The Stars
Title Line 2
5777 W. Century Blvd.
Title Line 3
Suite 1200
Title Line 4
Los Angeles, CA 90045
Title Line 5
310/641-8726
OK
Cancel
Help

Prompt Tab


Global Defaults
Interface/Mailmerge Prompt
Financial Modeling
Payment Import Options
General
Prompt
Tax-Related
Client/Vendor Statement Remarks
Allow Branch Entries
None
Comm Track payments in EOP
Sales/Cost of Sales
Supplier C/C transactions in EOP
Handle In Same Period
Default Disbursements Bank Acct
1
Default Receipts Bank Acct
1
Default CC Merchant Bank Acct
1
Default EFT Bank Acct
1
Journal Entry Prompting
Recommended/Prompt
Default G/L Branch
0
Default Branch
0 (Inactive)
Allow Cash Pymt From Invoice
Allow Modifying Other Pymts
Assign Ck #'s in Payments
Validate CC Merchant Numbers
Allow Client Unapplieds
Auto-Assign Invoice Numbers
Always Track Voided Invoices
Allow Negative Client Vouchers
Default Refund/Adj Invoice No
Force Branch on Journal Entry
Print Full Statement Header
Prompt when exit TRAMS
Allow Vendor Unapplieds
Add Newly Inserted Items To Query Screens
Always Track Voided Payments
Require Unique, Non-Blank I/F ID On New Profiles
OK
Cancel
Help

Allow Branch Entries	***None****:* Select *No*ne if there are not branch entries in *Trams Back Office*. ***STP****:* Select *STP* to set branches in the invoice entries only. When the End Of Period is created, no JE's will have a branch on them. ***Full* Single Balance Sheet** allows branch entries in the Invoices and General Ledger revenue and expense accounts. Reports are available by branch or consolidated. (When creating invoices, there is the ability to select multiple branches, however when the EOP is created only payments and the parts of the invoice that affect the Income Statement (4000, 5000, 6000, 7000, 8000 & 9000 series accounts numbers) will be journalized by branch. The parts that affect the Balance Sheet (1000, 2000 & 3000 series of numbers) will not have a branch in the journal entry.) ***Full* Multiple Balance Sheet** allows branch entries in the invoices, General Ledger revenue and expense accounts and assets, liabilities and capital accounts. Reports are available by branch or consolidated. (When creating invoices, there is the ability select multiple branches and every journal entry line where it affects the Income Statement or the Balance Sheet will be journalized by branch.) **Note:** To activate the Multi Balance Sheet feature, e-mail **Trams.AccountingDesk@sabre.com** to obtain a password. (See complete directions for setup and use in the *Multiple Balance Sheet Setup* section below.)

Comm Track Payments in EOP	Use this setting to determine Commission Track transactions will be accounted for as *Sales and Cost of Sales* or as *Commission Income*. The End of Period journal entry is changed accordingly. (See *General Ledger* chapter.) *Trams Back Office* has the ability to account for invoices as Sales/Costs of Sales or Commission Income. Some agencies have used Commission Income accounting with previous back office systems and may want to consider converting to Sales/Cost of Sales when converting to *Trams Back Office* as nothing is lost, but much can be gained. Using Sales/Cost of Sales does allow for more flexibility especially with regards to yield management information, because we can track the sales/cost of sales for Commtrack invoices, based on the actual commission received. The cost of sales is determined by the difference between the total fare and the commission of the invoices that have a vendor payment. Converting from Commission Income to Sales/Cost of Sales accounting takes place at the time of loading beginning balances into *Trams Back Office*. When using Commission Income method accounts are "rolled up" into a Commission Income account based on the actual commission received and the sales amount is not tracked.

Supplier C/C transactions in EOP	Allow a Supplier booking closed by Credit Card to act like a Comm Track booking by modifying the End of Period so the sale is deferred until commission is received. To set up this feature: **Step 1:** Select a start date at the beginning of an accounting period (i.e., 1/1/2011) **Step 2:** Verify that the accounting period prior to the start date is in balance and that the period is posted (i.e., 12/31/2011 must have the EOP and it must be posted as there **MUST** be the period posted in **General Ledger| Posting**. The user cannot re-open this period once it has have changed the way to handle the EOP. **Step 3:** Backup the database. **Step 4:** In **General Ledger|Accounts**, create a GL account named Supplier CC Receivable in the 1000 series of accounts. **Step 5:** In **Utilities|Setup|GL Accts|Others**, enter the GL account number that was created in Step 3 for the Supplier CC Receivable field. **Step 6:** In **Utilities|Setup|Global Defaults|Prompt,** change the Supplier C/C transaction in EOP field to *Defer Sales Until Commission Received*. **Step 7:** In **Reports|Report Generator| Print Report,** print the Report Generator report, CL_TT_AS.RPT (Client Activity by Travel Type) or S_TT_AD (Sales Activity by Travel Type) with the following selection criteria: **Date Range:** *Issue Date Between:* Leave blank *And:* Enter the date one day prior to the start date **Invoice Type:** *All* **Submit To:** *Supplier* **Travel Type:** *All Invoice* **Payment Status Client:** *Closed Payment Method:* C/C **Invoice Payment Status Vendor:** *Open* **Step 8:** In **General Ledger|Journal Entry,** create a journal entry dated one day prior to the start date. For each Travel Type listed on the report printed in Step 7, debit the appropriate Sales account for the Total Fare amount on the report, credit the appropriate Cost of Sales account for the Net Fare amount on the report, and credit the Supplier CC Receivable account for the Commission amount on the report.
Default Disbursements Bank Account	Sets the bank account in the Payments Made screen to always go to this account.
Default Receipts Bank Account	Sets the bank account in the Payments Received screen to always go to this account.

Default CC Merchant Bank Account	Sets the bank account for the CC Merchant Reconciliation feature.
Default EFT Bank Account (Electronic Funds Transfer)	Sets the bank account for EFT's.
Journal Entry Prompting	Select the level of Journal Entry prompting after payment entries: ***All***: *Trams Back Office* prompts for a journal entry for *all* payment entries. ***None***: No journal entry prompt is available after a payment. In this case, the only way to create a journal entry is to go to the General Ledger Menu Option and then select Journal Entry. ***Recommended Prompt***: *Trams Back Office* prompts to create a journal entry when payments are received or made with a pay method of *other* or a profile type of *other*. ***Recommended/Always***: *Trams Back Office* automatically displays a journal entry screen when payments are received or made with a pay method of *Other* or use a profile type of *Other*. This is the default setting. ***Mandatory:*** *Trams Back Office* requires a journal entry before a payment with Pay Method of *Other,* and Profile Type of *Other,* can be saved.
Default GL Branch	Multiple GL Branch agencies can select one of their GL branches as the default GL Branch. An error message is displayed if the default branch is set to an inactive branch. G/L Branch defaults for journal entries: If a specific bank account references a G/L Branch, then that is used; otherwise, if the specified payment branch references a G/L Branch, then that is used. If neither of these apply, the default G/L branch is used.
Default Branch	Multiple branch agencies can select one of their branches as the default branch.

Interbranch G/L Transfer	The Inter-Branch Transfer GL Account is only used for those agencies that are using the Multi-Balance Sheet option. This field makes creating journal entries between branches easier. In the past for example, to pay an expense and show the money coming out of one branch to pay for the expense of another branch, the following journal entry needed to be created. Branch Debit Credit 1000 Cash in Bank 0 100.00 6999 Inter-Branch Clear Acct 0 100.00 6999 Inter-Branch Clear Acct 1 100.00 6105 Office Supplies 1 100.00 So this field Inter-Branch Transfer GL Account in **Utilities|Setup|Global Defaults** was added so that if an Inter-Branch Clearing Account is created (it should be a 6000 series number), and put it in Utilities, it automatically creates the middle part of the above journal entry once *OK* has been clicked.
Allow Cash Payments from Invoice	To allow Non-Credit card payments to be entered at the end of an invoice entry, change this setting to *Yes* by placing a checkmark in the box.
Allow Modifying Other Payments	Place a checkmark in the box to modify the amount or bank account on payments made to *Other* profiles during the automated Bank Reconciliation routine. This also allows querying and modifying payments on an Other profile, if it is not posted.
Allow Client Unapplieds	If checked, *Trams Back Office* allows a payment as an unapplied balance on the Client's account. If not checked, there is a prompt to create a voucher. **Note:** Unapplied balances are not advised when the *Allow Branch Options/Multiple Balance Sheet* is selected.
Auto-Assign Invoice Numbers	Auto Assign invoice number will "prevent" users from manually overriding the invoice number on a new invoice.
Always Track Voided Invoices	When this box is checked and upon voiding an invoice, a single prompt window pops up with the *Track Voided Invoice* box already checked. Confirm the voiding of the invoice by clicking *OK*. To override the default setting in Utilities, uncheck the box and not track the invoice and its number.

Allow Negative Client Vouchers	When checked this allows for creation of a Negative Client Voucher that shows on the Client Statement as an amount owed by the client for non-invoice items like NSF Checks, and paying for use of Agency's company credit card. This allows for tracking a client NSF check until repayment has been made, and for tracking client payments that may be owed for use of the agency's credit card to pay for an invoice. A Payment Made, Payment Method (Other), Profile Type (Client), would allow a Client Voucher to be created without an invoice. **Note:** This feature cannot be used if the allow client and vendor applied options are enabled (checked).
Default Refund/Adj Invoice No	Leave this set to *Yes (*the box is checked)*,* any Refund or Adjustment invoice uses the same number as the original sales invoice.
Force Branch on Journal Entry	If this box is checked, a branch number needs to be added on journal entries when using revenue or expense accounts for Full Single Balance Sheet users, and for all GL accounts for Multiple Balance Sheet users.
Assign Check #'s in Payments	When setting the Assign Check #'s in the Payments field to *No* by leaving the box empty, there is now the freedom of entering checks without knowing the next valid check number. By checking the box (*Yes)*, TBO automatically assigns the next available check number to each check payment. This is helpful for printing checks from *Trams Back Office* and want to have the check numbers automatically assigned at the time the checks are printed.
Print Full Statement Header	With box checked, there will be a *Header* on all pages of the statement. With the box unchecked, there will be a *Header* on the first page with no header on remaining pages, and the report information printing at the top of each page. **Note:** To print statements on pre-printed letterhead paper, remove the Agency Name & Address Information Fields under **Utilities|Setup|Headers & Footers** and adjust the size of the blank space left to allow for printing on pre-printed letterhead paper. Remember to have the *Print Full Statement Header* box checked for space to be left on each page for letterhead paper.
Validate CC Merchant Numbers	When checked, the credit card number on CC Merchant payments will be validated and if an invalid card number or format is used, a warning message will be displayed. When unchecked, no validation will occur for CC Merchant payments.

Prompt When Exit *Trams*	With this box checked, receive a prompt when exiting the program, “Are you sure you want to quit *Trams?”*
Allow Vendor Unapplieds	If checked, *Trams Back Office* allows a payment as an unapplied balance on the Vendor’s account. If not checked, there is a prompt to create a voucher. **Note:** Unapplied balances are not allowed when the *Allow Branch Options/Multiple Balance Sheet* is selected.
Add Newly Inserted Items to Query Screens	Check here to immediately display newly created Invoices and Payments on the Query Screens when a new invoice or payment is created from the query screen by selecting "New" Default is set to not display.
Always Track Voided Payments	By default this is checked and allows users to track any voided payment regardless of payment method (both received and made, whether they directly affect a bank account or not).
Require Unique, Non Blank I/F ID on New Profiles	If checked, a new profile CANNOT be created if the Interface ID of the profile being created is either blank or is an Interface ID that has already been used in the system. This applies whether the profile is being created through interface, through ClientBase, or manually within TBO. The I/F ID in existing profiles in TBO can be left blank or have a duplicate Interface ID as before. This affects the creation of *new* profiles.

Multiple Balance Sheet Setup

Most users have a single Balance Sheet and choose to have a single Income Statement or an Income Statement per branch. Multiple Balance Sheets are available, but are generally only needed if there is a need to print full financials - Balance Sheet and Income Statement - per branch or entity for tax reporting. This is usually only needed if there are branches in separate states, or if for some other reason, separate balance sheets are needed.

Warning! To activate the Multi Balance Sheet feature when switching from a single Balance Sheet to Multiple Balance Sheets, e-mail *Trams* Support at **Trams.AccountingDesk@sabre.com** to activate the Multi Balance Sheet feature and obtain a password. They will assist with the following steps:

1. Turn all unapplied balances on both Client and Vendor Balances reports into vouchers.

2. Select **Utilities|Setup|Global Defaults** and remove the check marks from Allow Client Unapplieds and Allow Vendor Unapplieds.

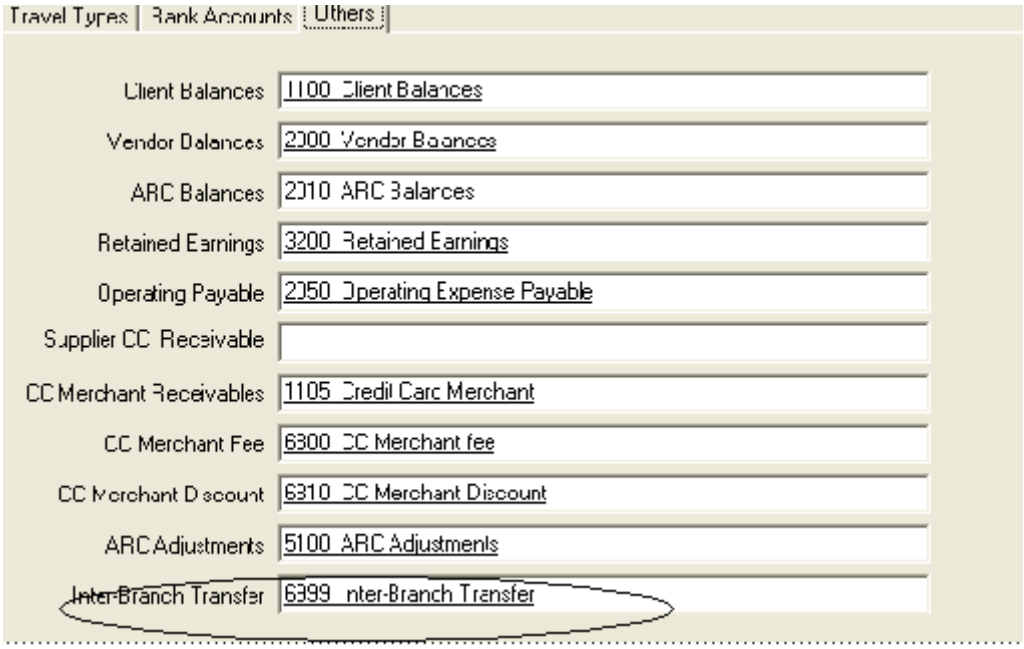
3.Go through all of the month end procedures. (Create an End of Period, balance the Core Reports against the General Ledger, Post, etc.) **Posting** must be completed before moving onto Step 4.

4. Select **Utilities|Setup|Global Defaults** and click the Prompt tab and change Allow Branch Entries to Full Multiple Balance Sheet.

Note: There is a prompt to enter an Access Code” before proceeding. E-mail **Trams.AccountingDesk@sabre.com** to receive this code and to be informed of the consequences of changing the system to a “Multiple Balance Sheet” setup.

5. Also under **Utilities|Setup|Global Defaults**, enter a new 6000 series account set up under **G/L Accounts|Others** called the *Inter-Branch Transfer* General Ledger account. This automatically creates a

debit and credit to properly balance the Journal Entry when clicking *OK* while making Journal Entries among branches:



Sample Journal Entry

Account	Description	Branch	Debit	Credit
1000	Cash in Back	0		100.00
6999	Inter-Branch Transfer	0	100.00	
6999	Inter-Branch Transfer	1		100.00
6105	Office Supplies	1	100.00	

Print a Balance Sheet and create a journal entry splitting the Balance Sheet items into branches. (See

example below.)

Journal Entry Analysis Report (Standard, Unposted)

Travel With The Stars
5777 W. Century Blvd.
Suite 1200
Los Angeles, CA 90045
310/641-8726

From:
To:

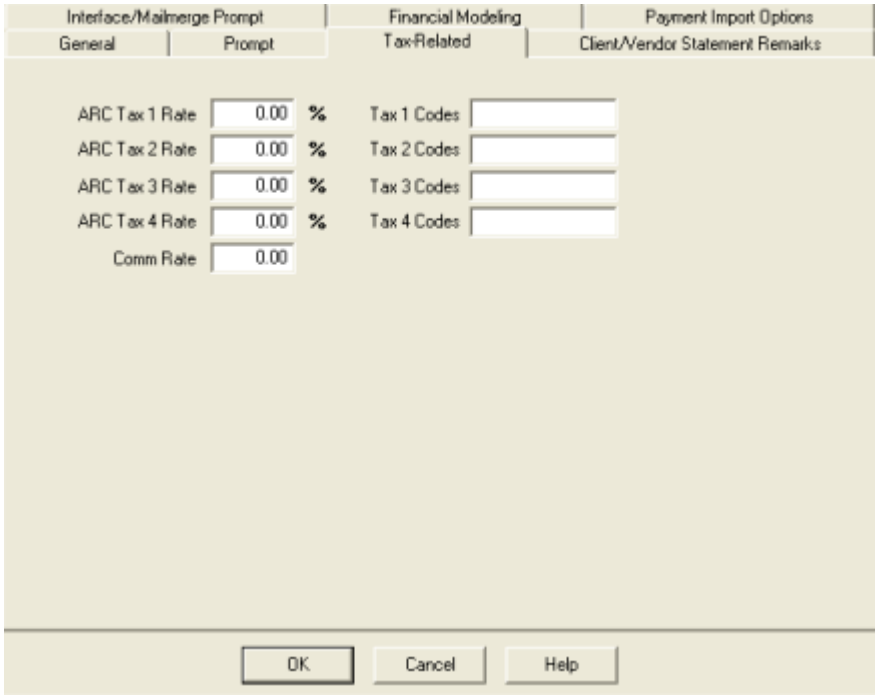
Created	Posted	Record No	Payment No	Remarks			
Account No		Name		Debits	Credits	Branch	Remarks
1/1/00		268		To Accomodate Multiple Balance Sheets			
1000		Cash in Bank - Checking			20,000.00		
1000		Cash in Bank - Checking		20,000.00			0
1005		Cash in Bank - Savings			40,000.00		
1005		Cash in Bank - Savings		40,000.00			0
1100		Client Balances			18,448.00		
1100		Client Balances		18,448.00			0
2000		Vendor Balances		656.00			
2000		Vendor Balances			656.00		0
2010		ARC Balances		13,756.33			
2010		ARC Balances			13,756.33		0
				92,860.33	92,860.33		

Tax Related Tab

Designate which taxes go to which tax fields when interfacing from the reservations system. For each tax field, specify the two-letter Tax Identifiers of the taxes wanted in this field. If there is more than one Tax ID, separate them by a comma. If there are specified Tax ID's in any tax fields, taxes not corresponding to the Tax ID's go to Tax 1. In order for multiple taxes to be separated, be sure to set Allow Multiple Taxes, found in **Utilities|Setup|Global Defaults**, to *Yes.*

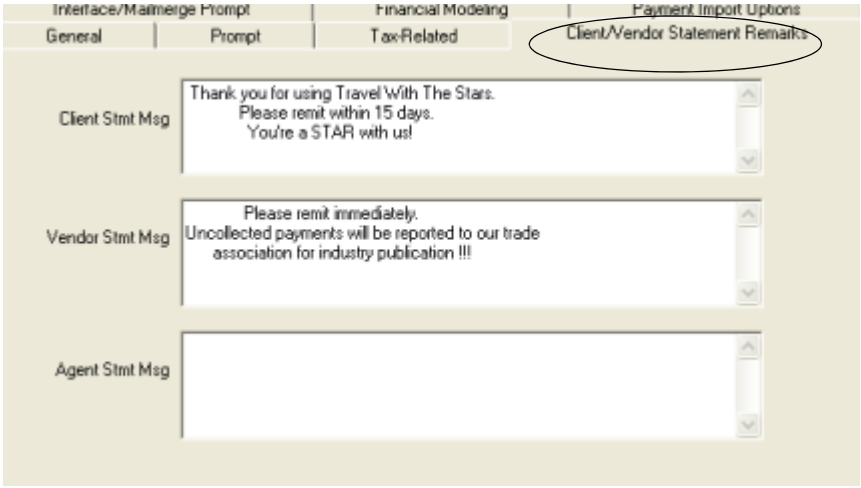
The commission rate for vendors used in reservations defaults to the vendor commission field in the TBO vendor profile. If the vendor default commission in TBO is blank, then the commission defaults to the

amount entered in the field called Comm Rate.



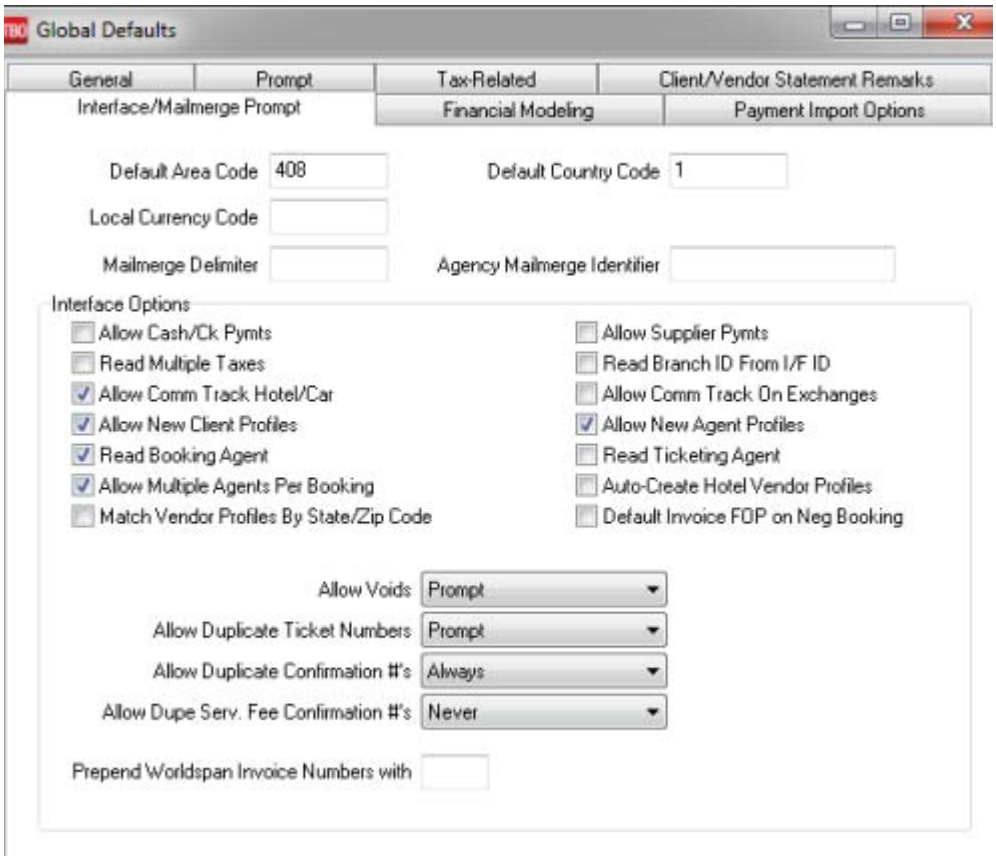
SPECIAL NOTE TO CANADIAN AGENCIES: Please see Canadian tax setup in chapter Setting Up *Trams Back Office* in the section entitled, *Canadian TBO Setup and Special Usage.*

Client/Vendor Statement Remarks Tab



Client Stmt Msg	Enter lines of text to print on all client statements.
Vendor Stmt Msg	Enter lines of text to print on all vendor statements.
Agent Stmt Msg	Enter lines of text to print on all agent statements.

Interface/Mail Merge Prompt Tab

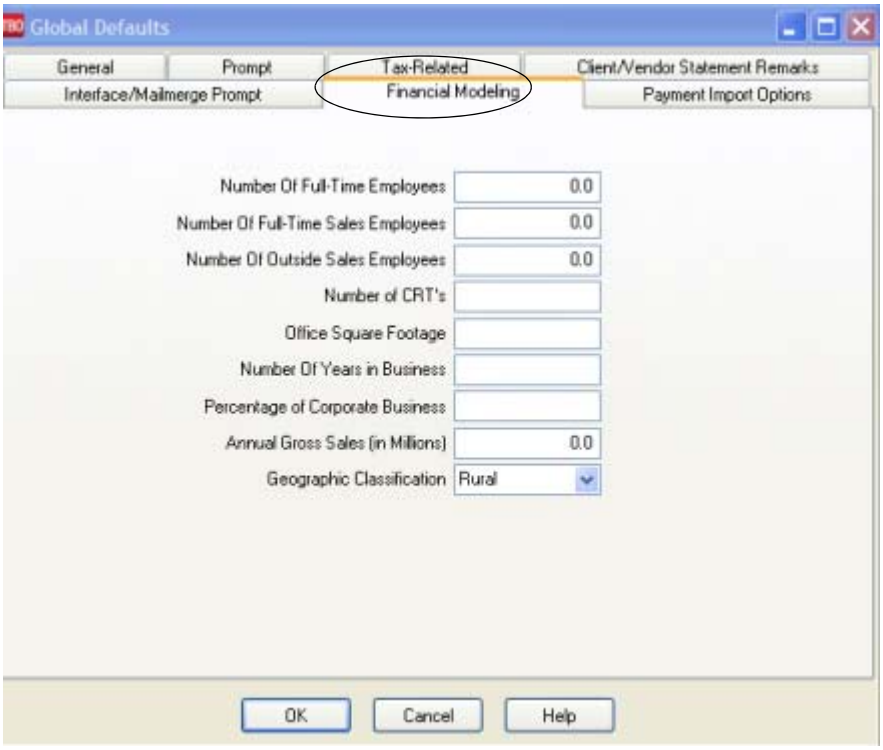


Default Area Code	Local area code used as a default when entering new phone numbers.
Default Country Code	Country Code (Defaults to 1 for US and BSP).
Local Currency Code	Make sure that this code matches the Currency Code in the Bank Account Setup. In order to use the Foreign Currency on invoices, or to use the conversion rates, this must contain the local currency.
Mail Merge Delimiter	When exporting information from *Trams Back Office*, enter the delimiter that is compatible with the software receiving the file (i.e., tab, comma etc.). Leaving this field blank defaults to tab. Enter a comma (,) for comma delimited files.
Agency Mail Merge Identifier	Used to identify the agency number when sending a mail merge file to be consolidated with other agencies' data for direct mail promotions.
Allow Cash/Ck Payments	Check this box to interface non-credit card payments through interface. Not recommended - consult **Trams.GDSDesk@sabre.com** before implementing. Check this too if a partial payment is being interfaced. Only one partial payment is allowed per booking. This payment applies to invoices at the invoice level and not the booking level. The entry for the GDS: Cash - *PP100.00*Cash Check - *PP100.00*Check*5432 CC Merchant - *PP100.00*1888602388226584/0504
Read Multiple Taxes	By default, *Trams Back Office* maintains taxes in one lump sum. To track multiple taxes, place a check in this box. If this is checked, go to the Tax-Related tab and enter the tax rates and tax codes.
Allow Comm Track Hotel/Car	To allow interfacing of comm track bookings for Hotel/Cars, retain this checkmark.
Allow New Client Profiles	To allow ability to create new client profiles during interface, retain this checkmark. Processing stops so new client profiles can be created. When unchecked, processing does not stop for new client profiles and they are listed on the Processing Error Log to handle as an exception after auto processing.
Read Booking Agent	If only *Read Booking Agent* is checked, the PNR booking agent is the agent captured in the Agent Tab of the Booking. This is the default setting and only captures the *Booking Agent*. If both *Booking Agent* and *Ticketing Agent* boxes are checked, then two agents are captured in the Agent Tab. If they are the same agent, that agent is listed twice in the booking. If they are different agents, each agent is captured. The first agent listed is the *Booking Agent* and second agent is the *Ticketing Agent*. If no boxes are checked, NO AGENTS are captured. ALWAYS have at least one agent type checked.

Allow Multiple Agents Per Booking	When checked, multiple agents are interfaced into a booking. When unchecked, only the first agent listed in the interface record is captured. If any agents are assigned to the client's profile, those agents still are added to the booking. Any agents not processed from the record are listed on the Processing Error Log.
Match Vendor Profiles by State/Zip Code	During Interface Processing, check here to match vendor profiles by State and Zip.
Ignore % For Int'l BSP Air	Some agencies do not have to pay GST on Intl Air, so this option allows them to exclude GST on their Intl Air invoices during the interface process, without adding additional commands in the PNR.
Allow Supplier Payments	To allow payments for supplier type transactions to be interfaced, check this box. Recommend: Should Be Checked.
Read Branch ID From I/F ID	Applies to Sabre agencies converting from ADS or Travelbase. This feature breaks the Interface ID into two fields. The first three characters become the Branch ID and the remaining seven are used as the customer number. To use this feature, the three-character Branch ID must be in the Branch Table.
Allow Comm Track on Exchanges	To allow interfacing of comm track on exchanges, retain this checkmark.
Allow New Agent Profiles	To allow creating of new agent profiles during interfacing, retain this checkmark. Processing stops so new agent profiles can be created. When unchecked, processing does not stop, and new agents are listed on the Processing Error Log to handle as exceptions after auto processing.
Read Ticketing Agent	If the *Read Ticketing Agen*t box is checked, then the PNR Ticketing agent is captured in the Agent Tab of the Booking in place of the *Booking Agen*t. If both boxes are checked, then two agents are captured in the Agent Tab. If they are the same agent, that agent is listed twice in the booking. If they are different agents, each agent is captured. The first agent listed is the *Booking Agent* and second agent is the *Ticketing Agent*. If no boxes are checked then NO AGENTS are be captured. ALWAYS have at least one agent type checked.
Auto-Create Hotel Vendor Profiles	Checking here automatic creation of new hotel vendor profiles during processing. In order for the hotel profile to be auto-created, the Interface ID in the record received, must be more than 2 chars, i.e. Chain Code + Property Code. A 2-char ID does not auto-process.
Default Invoice FOP on Neg Booking	Check here where there is a discount line and it is desired that the invoice payment apply it to the negative booking.

Allow Voids	When *Always* is selected, invoices with voided tickets in them are accepted. There is no other warning other than a message on the Error Processing Log. For simple voids (single ticket, single payment), the system does not prompt for tracking and defaults to *Yes* to track the voided invoice. When *Never* is selected, no voids are accepted. When *Prompt* is selected (*recommended setting*), invoices with voided tickets in them are accepted, but a warning is given to allow the user to manually intervene and void the tickets. If multiple tickets are issued on an invoice, and one ticket is voided, void is ignored. Functionality has been extended to automatically void an interfaced GDS *Void* record even if the invoice contains multiple tickets or a service fee, if the client side of the booking to void is *open*. This would be a void of a booking and not the total invoice. Make sure *Allow Voids* is set to PROMPT.
Allow Duplicate Ticket Numbers	There are 3 options for processing Duplicate Ticket Numbers: *Always* (no prompt), *Prompt*, and *Never*. *Always* processes dupes with no prompts and lists warning messages on Interface Processing Error Log. *Prompt* gives typical prompt screens with chance to change ticket number. When *Never* is selected, the invoice containing the duplicate ARC/BSP ticket number booking (all travel types, MCO's, etc.) would be processed, minus the duplicate ticket number booking. Any ignored duplicate bookings appear on the Processing Error Log to delete manually. To process, the user needs to change the option from *Never*.
Allow Duplicate Confirmation #'s	This gives the ability to **NOT** process duplicate Comm Track Car/Hotel bookings where the Confirmation # is the same for the same vendor. Set to *Always* to allow duplicate comm track car/hotel bookings; to *Prompt* for duplicate comm track car/hotel bookings; or to *Never* allow duplicate comm track car/hotel bookings. When *Never* is selected, the invoice containing the duplicate Comm Track Car/Hotel booking would be processed, minus the duplicate comm track booking. An ignored duplicate bookings would appear on the Processing Error Log.
Allow Dupe Serv. Fee Confirmation #'s	This gives the ability to **NOT** process duplicate service bookings where the Confirmation # is the same for the same vendor. Set to *Always* to allow duplicate service fee bookings; to *Prompt* for duplicate service fee bookings; or to *Never* allow duplicate service bookings. When *Never* is selected, the invoice containing the duplicate service fee booking would be processed, minus the duplicate service fee booking. An ignored duplicate bookings would appear on the Processing Error Log.
Prepend Worldspan Invoice Numbers with	Pre-pending the invoice number will assist with a duplicate invoice issue as a result of a Worldspan 5 digit invoice limitation.

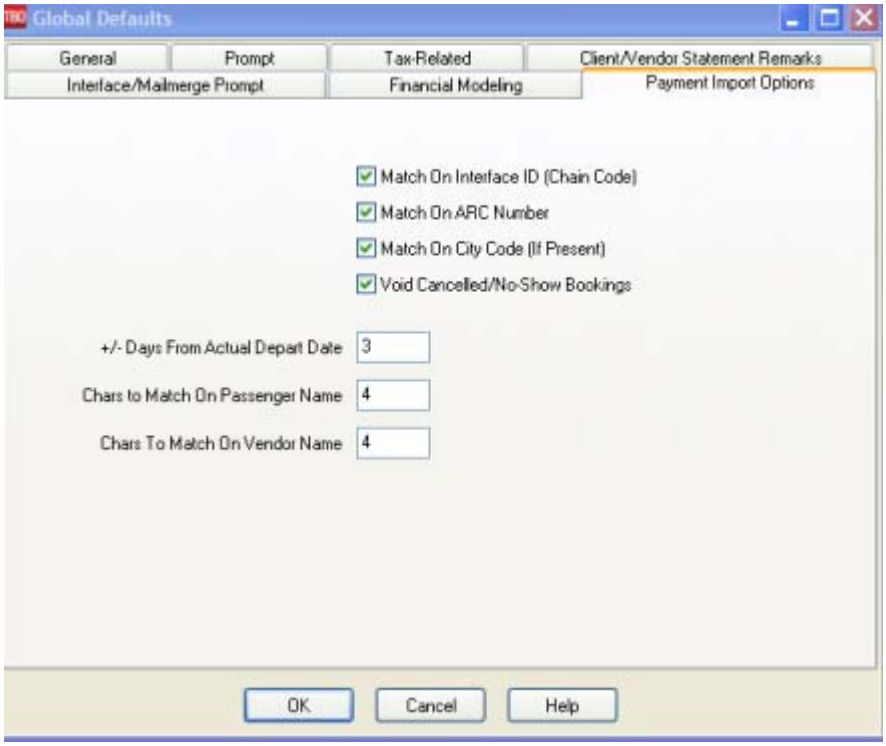
Financial Modeling Tab



To use the Financial Modeling feature in *Trams Back Office*, the first step is to set up Agency Information in the Global Defaults. For full instructions on setting up Financial Modeling, please refer to the chapter entitled, *Financial Modeling*.

Number of Full-Time Employees	Enter the agency's number of full-time employees.
Number of Full-Time Sales Employees	Enter the agency's number of full-time sales employees.
Number of Outside Sales Employees	Enter the agency's number of outside sales employees.
Number of CRT's	Enter the number of Customer Reservation Terminals in the agency.
Number of Years In Business	Enter the number of years the agency has been in business.
Percentage of Corporate Business	Enter the percentage of corporate business the agency performs.
Annual Gross Sales (in Millions)	Enter the agency's gross sales (in millions).
Geographic Classification	From the drop-down menu, select Rural, Urban or Metro for the geographic classification for the agency.

Payment Import Tab



Match on Interface ID (Chain Code)	If Match on Interface ID (Chain Code) box is checked, then the Pegasus Reconciliation using the electronic file only matches if the two letter hotel chain code is present at the start of the Hotel Vendor Profile Interface ID field, matching the two letter chain code in the Pegasus file. When the box is unchecked, then the Interface ID is ignored and matches are made using other criteria. If all hotel profiles have the letter chain code in the Interface ID box, then this box should be checked.
Match on ARC Number	If this box is checked, the ARC numbers on the invoices in TBO match up with the ARC numbers in the PayMode/Pegasus file. (If the invoice in TBO does not have an ARC number, it still will match if other criteria match.)
Match on City Code (if present)	If this box is checked, the City Code on the invoices in TBO match with the City Code in the PayMode/Pegasus file. (If the invoice in TBO does not have a City Code, it still will match if other criteria match.)
Void Cancelled/No-Show Bookings	When this box is checked, any Pegasus or PayMode bookings that are identified as either Cancelled or No Show are voided in TBO with the amounts for Total Fare and Commission remaining as originally entered, even though the reconciliation file shows "0" amounts. Voiding a Comm Track booking in this fashion operates as if the booking was manually voided in *Trams Back Office*.
+/- Days from Actual Depart Date	Input the number of days (plus or minus) from the actual depart date on the invoice in TBO for PayMode/Pegasus to match.
Chars to Match on Passenger Name	Input the number of first characters of Passenger Name on the invoice in TBO for PayMode/Pegasus to match.

Chars to Match on Vendor Name	Input the number of first characters of Vendor Name on the invoice in TBO for PayMode/Pegasus to match. If Match on Interface ID (Chain Code) box is checked, then the Pegasus Reconciliation using the electronic file only matches if the two letter hotel chain code is present at the start of the Hotel Vendor Profile Interface ID field, matching the two letter chain code in the Pegasus file. When the box is unchecked, then the Interface ID is ignored and matches are made using other criteria. If all the hotel profiles have the letter chain code in the Interface ID box, then this box should be checked.

Branches

Trams Back Office supports multiple branches. The number of branches available is 1000 (used to be 250).

Enter an ARC/BSP number for each branch. (If the agency is **not** using the branch capability, enter the agency ARC/BSP information in Branch '0'. Actually *Trams* regards the main branch as Branch 0, and subsequent branches as Branch 1, 2, etc.) This information prints on the agency's ARC/BSP report. Fill in agency data and select *Update*, which enters that information in the grid below. Click *OK* to save and exit the screen.

Agencies using the multiple branch version of *Trams Back Office* have the option of separating financial activity for each branch, or grouping them together. A branch can represent an STP location, a cost center, or a different department. **There can be multiple branches with the same ARC/BSP number, and/or multiple ARC/BSP numbers with the same G/L branch. Each branch uses the same chart of accounts. To make certain *Trams Back Office* is ready for multiple branches, check the setting in the Utilities|Setup|Global Default section under the *Prompt* tab.**

The *Trams* license manager tracks the number of active branches. A new branch CANNOT be created if it exceeds the number of branches in the Software License Agreement.

Access the G/L branch field in many different reports. To set up the General Ledger structure for multiple branches, go to **Utilities|Setup|Branches**, and select **ARC/BSP Numbers**. Click on the branch, bringing information to the top of the ARC/BSP screen. Type in the full ARC/BSP number, agency name, and agency address, and assign a number to each branch in the G/L Br field. Click *Update* to save. This allows grouping of multiple branch locations to the same G/L account number for financial reporting purposes.

Branches can now be added and deleted. A branch cannot be deleted if there is a profile, invoice or payment record assigned to it. Branch numbers of deleted branches can be re-used. All newly added branches are added to the end of the list of branches, even if they are reusing a number from a deleted branch that used to be higher up.

The order of branches can be changed using the up and down arrows on the right side of the screen. This sort order is shared by all Trams products.

Information from a copied Branch can be used to update an existing Branch or to create a new Branch.

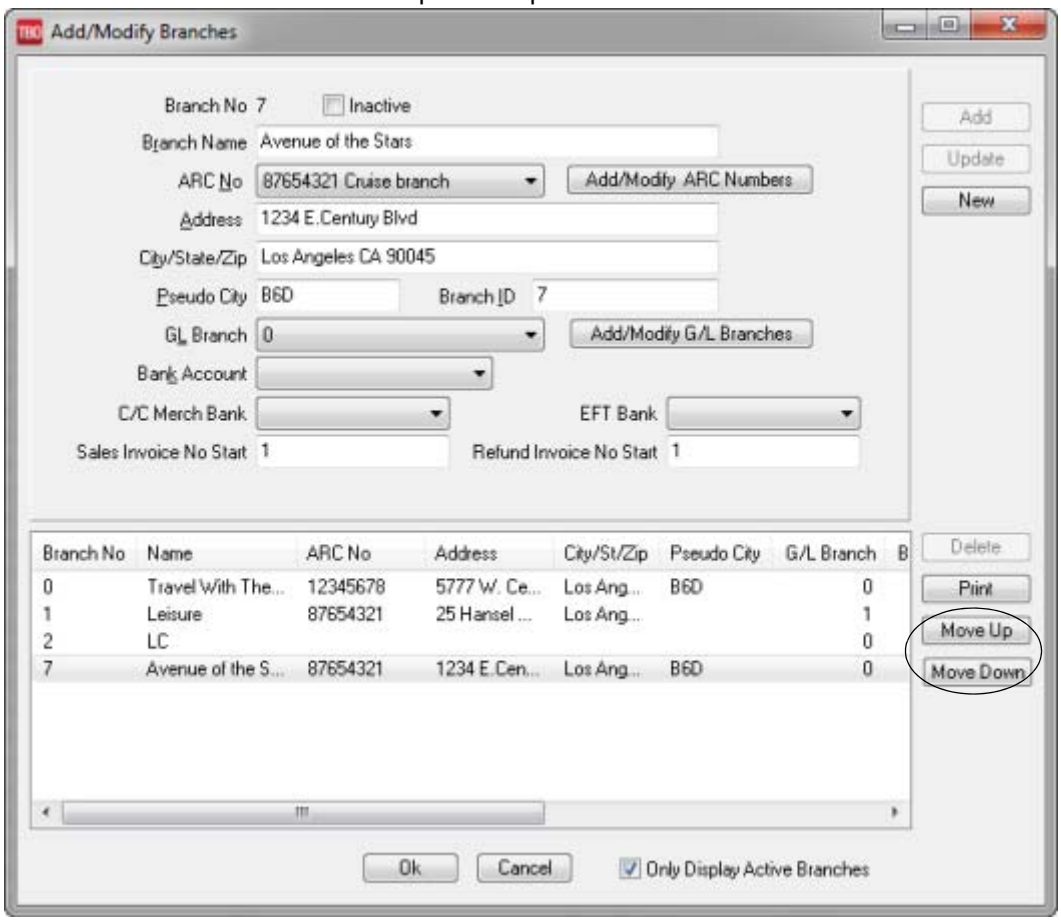
Branches can only be added, deleted, or re-ordered on the Primary copy of the database.

Note: As branches are being entered after Branch 0, change the default branch field in the **Utilities|Setup|Global Defaults Prompt** tab for easier data entry. Also, it is possible to make a branch inactive if it is no longer in existence, has activity on it, and is not wanted to appear on the drop-downs. It does appear, however, on the invoice/payment screens since TBO needs to display inactive branches for edit purposes.

The Branch ID field is for those agencies (usually ADS or TravelBase) that currently use the first 3 digits of the Interface ID to separate their branches. If this field is used, insert the first 3 digits for branch identity, and make sure to go to **Utilities|Setup|Global Defaults|Interface/Mail Merge Prompt**, and check the *Read Branch ID from I/F ID* area. Every single client must have this branch ID as the first 3 digits of the Interface ID, or this will not work.

Associate branches with a specific bank account or CC Merchant bank account. Based on the *Payment Method* and *Branch* selected when doing payments, the correct bank account for that branch and payment type is defaulted based on entries here. **Note:** When changing the branch number on a payment, TBO defaults to the bank account lined to that branch set up in this area. The bank account should agree with the default bank account for the branch selected.

There are also fields per branch to put in the *Sales Invoice No Start* and the *Refund Invoice No Start* for manual entry. Make sure the numbers selected do not conflict with the invoice and refund invoice number series in the GDS. *Trams* does not permit duplicate invoice numbers.


Add/Modify Branches
Branch No 7
Inactive
Branch Name Avenue of the Stars
ARC No 87654321 Cruise branch
Add/Modify ARC Numbers
Address 1234 E.Century Blvd
City/State/Zip Los Angeles CA 90045
Pseudo City B6D
Branch ID 7
GL Branch 0
Add/Modify G/L Branches
Bank Account
C/C Merch Bank
EFT Bank
Sales Invoice No Start 1
Refund Invoice No Start 1
Add
Update
New
Delete
Print
Move Up
Move Down
Branch No | Name | ARC No | Address | City/St/Zip | Pseudo City | G/L Branch
0 | Travel With The... | 12345678 | 5777 W. Ce... | Los Ang... | B6D | 0
1 | Leisure | 87654321 | 25 Hansel ... | Los Ang... | | 1
2 | LC | | | | | 0
7 | Avenue of the S... | 87654321 | 1234 E.Cen... | Los Ang... | B6D | 0
Ok
Cancel
Only Display Active Branches

GST/HST TAX RATE FIELD in BRANCH SET-UP

Larger Canadian agencies have branches in multiple Provinces. GST applies to most agencies with branches all in one province and the current rate is 7%. In 3 provinces (Nova

Scotia, New Brunswick & Newfoundland) the GST is called HST and the current rate is 15%. In those provinces agencies are dealing with a 15% HST tax and not the 7% GST. It's an either or situation. The taxes are handled the same through the EOP.

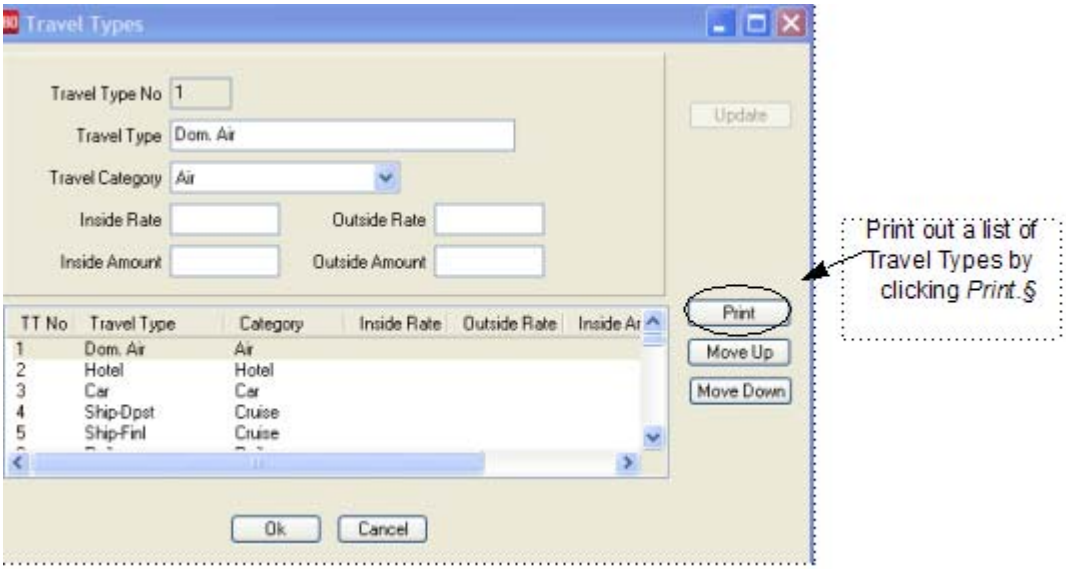
An agency with branches with the same GST/HST rate would set this up under **Utilities|Setup|Global Defaults|Tax-Related Prompt,** and leave this area blank. But an agency with branches with both GST and HST provinces would leave the rate blank in **Utilities|Setup|Global Defaults|Tax-Related Prompt** and set the rate either 7% or 15%, branch by branch under **Utilities|Setup|Branches**.

Travel Types

Travel Types in *Trams Back Office* are categories to organize bookings by the type of travel that they represent. For example, it is often useful to see a breakdown of the agency business by travel type. The travel types are initially set up as shown below. Modify any of the 50 available travel types to correspond to a needed category.

Note: *Trams* still recommends that agencies not use travel types and purpose other than true types of travel. Having 50 different travel types is unnecessary and not easily managed. Errors in capturing the correct travel type are considerable amplified.

Remember that travel types correspond to certain General Ledger accounts (Sales, Cost of Sales, Commission). If any of the travel types are changed, be sure to change the corresponding G/L accounts (see below).



Rearrange the Travel Types order on drop-down menus by using the *Move Up and Move Down* buttons - the number assigned to travel types does not change therefore, *TT descriptor code entries will not be affected in either manual entries or scripted entries. However, if the agency plans to interface, we recommend NOT changing or renaming DomAir, Hotel, Car, Rail, Int'l. In general, we recommend *leaving the first ten Travel Types alone*, as changing them would affect interface, although the order in which they appear on drop-downs in TBO can be customized, travel types do not save unless there is a travel type by the name of *Intl Air*.

Travel types can be edited by going to **Utilities|Setup|Travel Types**. This screen has 5 columns. The first column contains the travel type number. The second column contains the travel types to use in the invoice booking screen. The third column contains pre-defined categories used to group travel types. Click on the travel type. These categories are viewed by clicking on the arrow, then click on any type, make any changes, and click *Update* to save those changes. Travel Categories are used to facilitate the Interface from

the GDS with uniform travel types. During the Interface, *Trams Back Office* searches this Travel Category column for a similar match. When it finds a match in the Category column, this record is interfaced to the proper Travel Type.

The fourth and fifth columns contains default Inside and Outside Agent rates or amounts for each travel type. Set up any or all of the Travel Types with a Rate/Amount for Inside Agents, Outside Agents or both. If there is both a Rate and Amount entered for a Travel Type under Utilities, or in the Agent Profile, the Rate takes precedence and both a Rate and an Amount WILL NOT be captured for that Travel Type.

The Agent Rates are applied as follows:

1. If an Agent Rate is specified at the booking level of the PNR, then that rate is entered into the Agent Tab of the Booking Screen during the processing of the interface records.

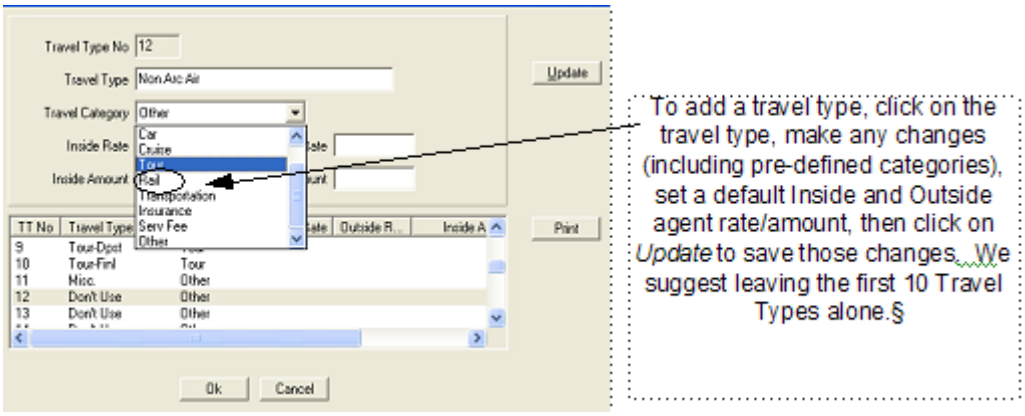
2. If NO rate was specified in the PNR, then any rate by Travel Type specified on the Default Rate Tab of the Agents Profile is used.

3. If NO rate is specified in the Default Rate Tab of the Agents Profile, then the rate specified globally under **Utilities/Setup/Travel Types** is used.

4. If there are no rates specified in the Default Rate Tab of the Agent Profile or in Utilities Travel Types, then the Inside or Outside Rate specified on the General Tab of the Agent Profile is used.

Note: These default tables, both in Utilities and in the Agent Profile, are only used during Interface Processing. The amount is added for the agent for each booking with that travel type in it. If both a Supplier and Comm Track booking for cruise/tour credit card transactions are being created, both bookings show the same amount. When manually entering bookings in TBO, the system works if Inside and/or Outside Rates are entered on the *General Tab* of the Agent Profile, then those rates are used for whatever booking is manually being created. To assign a different rate based on Travel Type, change the rate on the Agent Tab of the booking screen.

Adding Travel Types


Travel Type No 12
Travel Type Non Arc Air
Travel Category Other
Inside Rate
Inside Amount
Update
Print
Ok
Cancel
To add a travel type, click on the travel type, make any changes (including pre-defined categories), set a default Inside and Outside agent rate/amount, then click on Update to save those changes. We suggest leaving the first 10 Travel Types alone.§

Bank Accounts

In *Trams Back Office*, maintain up to 999 bank accounts. Each account is listed within this table. Click *New*, fill in the new account information, and then click *Add* to add a new bank account. Highlight an account, change account information, and select *Update* to Modify an entry, or select *Delete* to remove a bank account. If a bank account is no longer being used, make it *Inactive.*

Bank Account Setup

A number between 1 and 999 is assigned to each bank account. We suggest starting with bank account **1.**

(Bank Account **0** is not accessible.) Click on the bank account number.

Bank Account Entry

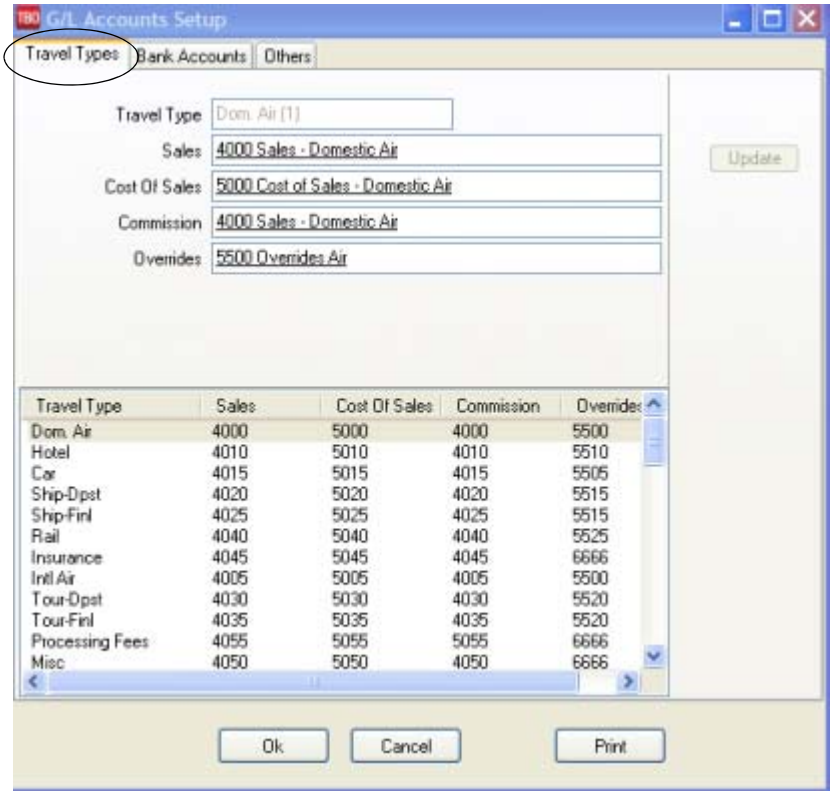
Inactive	Once a bank account has activity on it, it cannot be deleted, but can be made inactive if it is no longer being used. By marking it *Inactive,* this bank account no longer appears in the drop-downs, except on the invoice/payment screens where TBO needs to display inactive bank accounts.
Account Number	Enter the Account number for this bank.
Routing Number	Enter the Routing number for this bank.
Description	Enter an alphanumeric description of the bank account to which this number is being assigned.
Bank & Book Balances	There are TWO balances - one is the “bank” balance, and the other is the “book” balance. **The bank balance** reflects items cleared through the bank and is the ending balance of the last completed bank reconciliation. **The book balance** is the ending balance showing in the check register.
Currency Code	The 3 letter code of the country the bank account is in. The code is entered only if the bank account is different than the local currency.
Conversion Rate	The current default rate from the bank is defaulted to 1.0000. If using local currency, do not change this area. If a currency code is different from the local currency above, it can be left as the default, and the rate change when the payment is received, or put the current conversion rate here.
Last Check	Most recent check number entered.
G/L Branch	Set this to the appropriate branch the account applies to if it is branch specific. If a specific bank account references a G/L Branch, then that branch is used; otherwise, if the specified payment branch references a G/L Branch, then that branch is used. If neither of these apply, the default G/L branch used is set up in **Utilities|Setup|Global Defaults|Prompt** tab.

G/L Accounts

The G/L Accounts setup screen is where to set the default General Ledger accounts for the automated End of Period Journal Entry. This screen is broken down into three screens: *Travel Type; Bank Account;* and *Others*. ***Each account specified in this table must be a valid G/L account.*** To add a new GL account, first add the GL account *number* in **General Ledger|Accounts** (the Chart of Accounts). If there is not an account number to point to, set-up what is known as an "error account" (suspense) in the Chart of Accounts, such as 6666 Error Account. Next, point any account that does not have an Chart of Account number set up for it to this 6666 Error Account number. If an amount accidently "falls" into one of these areas that does not have an account number, there is a way of retrieving the figures by printing out activity in the 6666 Account and putting transactions contained therein into the correct account.

The *Travel Type* table lists *Sales, Cost of Sales; Commission;* and *Overrides*. Click and highlight the desired field. When typing, an arrow appears, indicating more information. By clicking the arrow, a pull-down menu of accounts appears. Select one and click to update.

G/L Account Setup/Travel Type



IMPORTANT Note to Financial Modeling Users: If the Comm Track payments in EOP in Global Defaults is set to Comm Track, and a Financial Modeling report that matches the Income Statement is run, it is important to point the Commission Income Accounts to a unique Chart of Accounts Number. For example:

Correct: Domestic Air Sales - 4000
Cost of Sales - 5000
Commission Income - 4100
Override - 5500

Incorrect: Domestic Air Sales - 4000

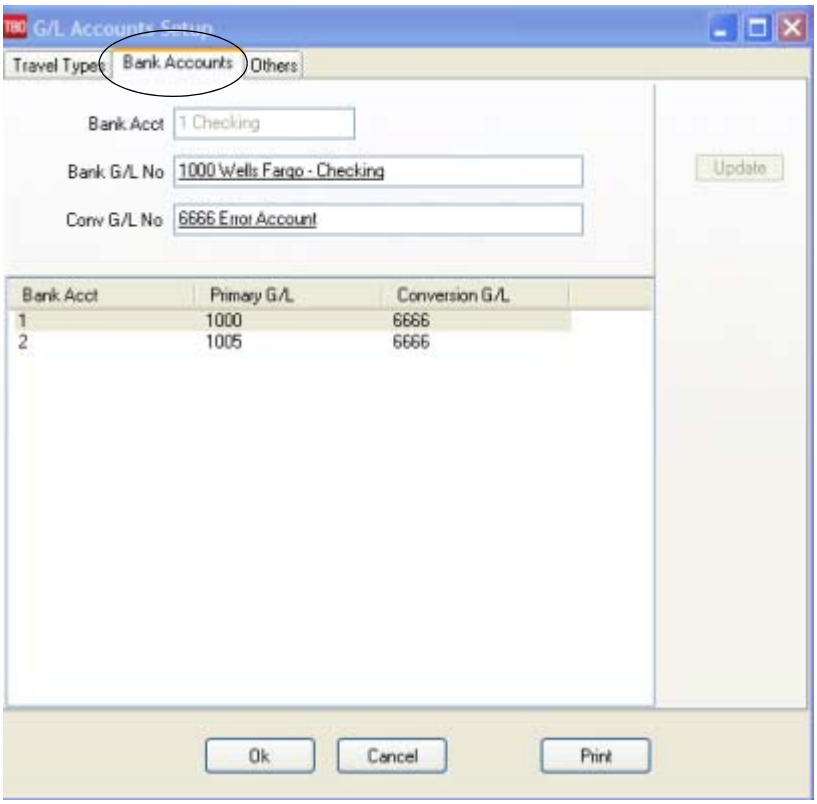
Cost of Sales - 5000

Commission Income - 4000

Override - 5000

For full instructions on setting up the Financial Modeling feature in *Trams* Back Office, please refer to the chapter entitled, *Financial Modeling*.

G/L Accounts Setup/Bank Accounts

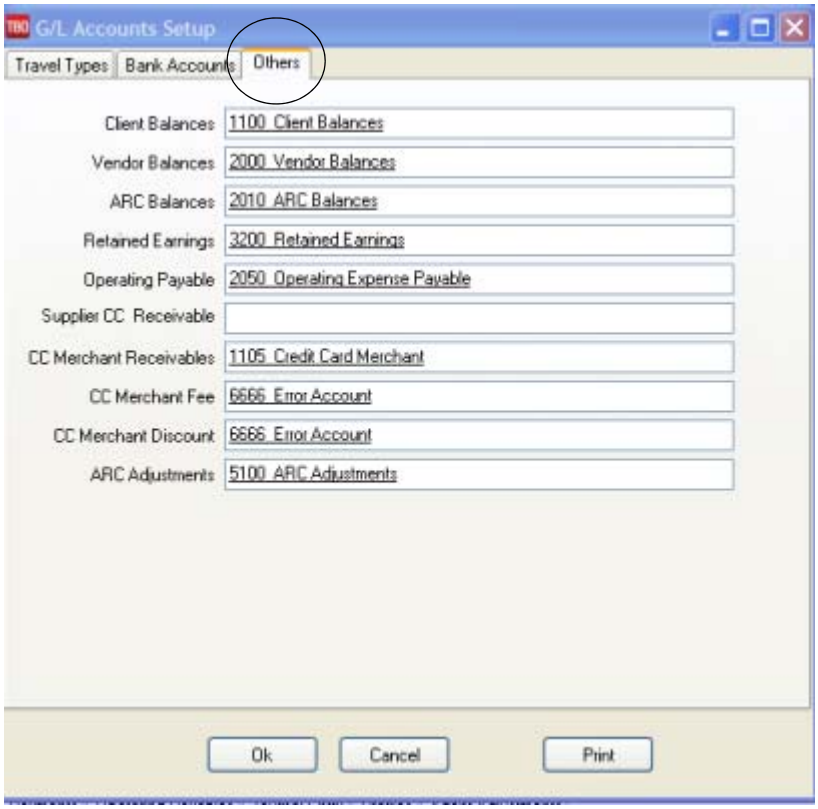


The *Bank Accounts* tab assigns General Ledger accounts to the bank accounts. Divert all unused accounts to the 6666 (error) account. If any activity is showing in this GL account, it is a flag, indicating a need to investigate entries more carefully.

***Other* Accounts tab** provides a mapping mechanism for Trams Back Office automatic End of Period. It consists of Client Balances, Vendor Balances, ARC/BSP Balances, Retained Earnings, Operating Payables, CC Merchant, Receivables, and ARC Adjustments. The Retained Earnings is used only in the automated Year-End routine. This table is set up initially to correspond to the default General Ledger in *Trams Back Office*. If changes are made to the General Ledger, be sure to make corresponding changes in this table. Click on any of the *other* accounts, type a few of the numbers (or letters) to see that arrow. Click on a valid GL account for a pull-down menu.

Also in this area are G/L defaults for CC Merchant Fee and CC Merchant Discount for those users who are using the CC Merchant feature. Divert all unused accounts to the 6666 (error) account. If any activity is showing in this GL account, it is a flag, indicating a need to investigate entries more carefully. Click *OK* to save.

Other Accounts Setup



Make any modifications. When finished, click *OK* to save. If one of the Account Numbers specified doesn't refer to an existing General Ledger account, the system prompts with an error, "*No matching GL Account found."* To acknowledge, click *OK*, and the system positions the cursor to the Account that is in error. Inspect the G/L setup screen and make sure the accounts are properly assigned.

Note to Canadian Users:

TBO Canadian users have these additional fields:

GST Payable Field: Used to track amounts for GST on Commissions

GST Receivable Field: Used to track amounts for GST on Expenses.

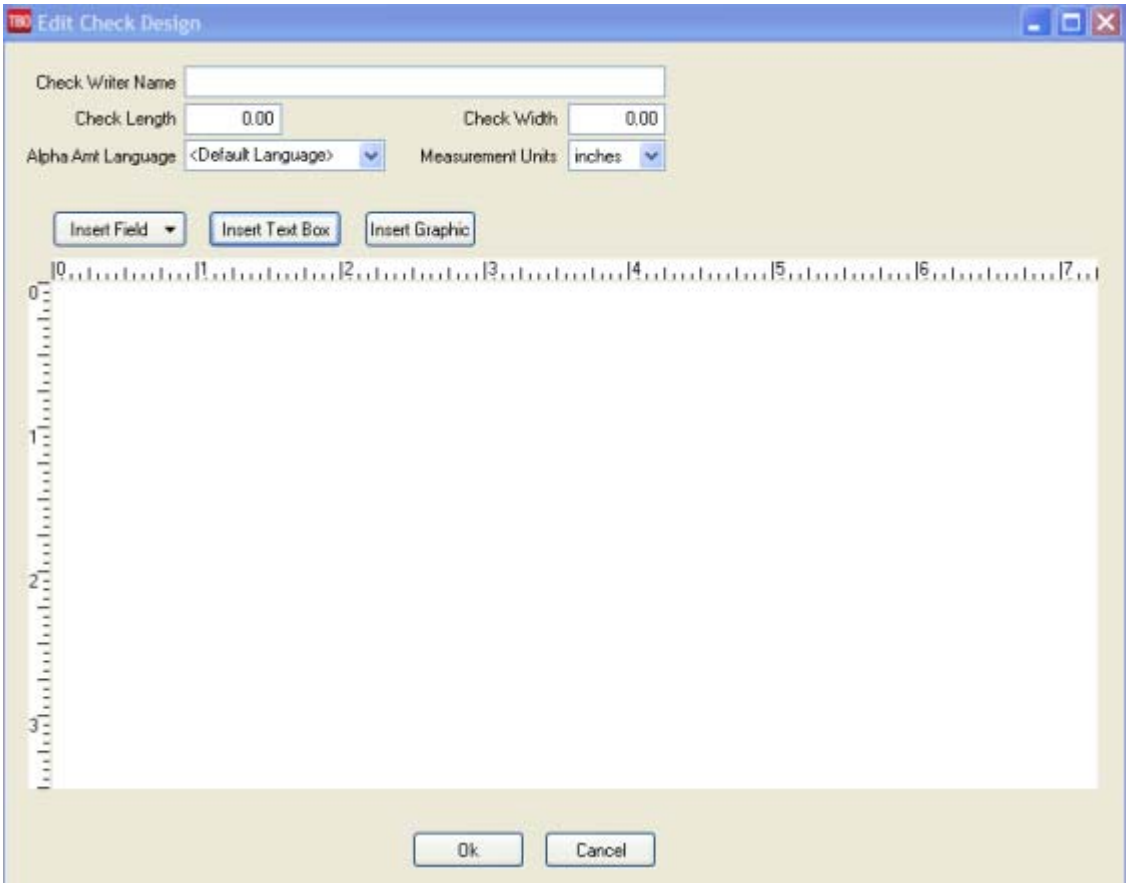
The difference between the amounts of the two accounts is the net amount that would be owed to or be due back from the government for GST taxes. When either of these identified accounts, along with the GST Rate, are selected for use in an Other or Agent profile, the calculation correctly computes the GST based on the Total Amount of the Payment utilizing the profile.

Checks

Setup *Checks* before using the check writer to specify the print format. The check printer is designed for any standard continuous form check stock, or single check laser printer. The check writer enables the agency to print lengthy fields inside a square box area by defining their height, width, and placement on the page. The option to set the field's measurements are found in the main **Utilities|Setup|Checks**. The first dialog box is the *Check Writer List* to list of the agency's different checks' general defaults. Different check settings for different types of checks (payroll, expense, etc.) can be created. Click *Add* to add a new check and its settings; *Modify* to edit a check's settings (there is one default setting); and *Delete* to remove a check, and

its settings. Get a ruler and several copies of the computer check. Use the copies to check the settings once setup is complete. That way avoid wasting good checks when doing a test printing.

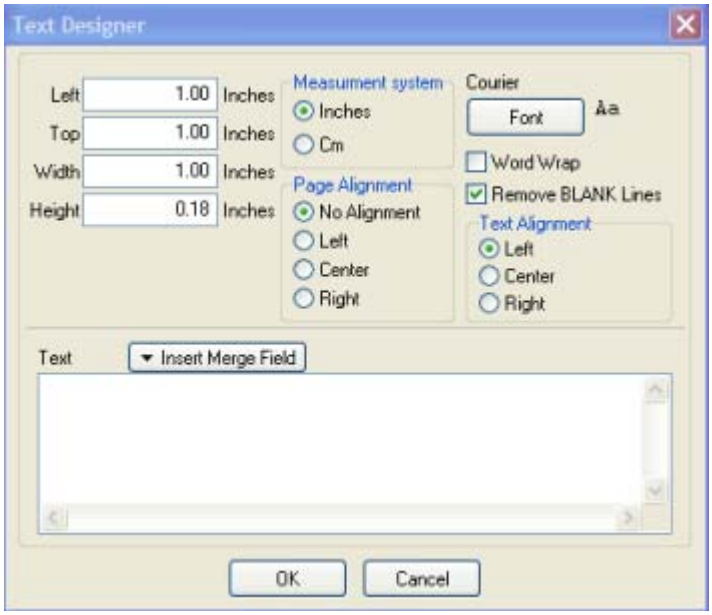
1. Highlight the *Check Writer Default Setting* and select *Modify*.



2. Next measure (*all measurements are in **inches**)* the length of one check from the top of the check (including the vouchers) to the bottom. If this measurement is 11 inches, enter the number 11 in the Check Length field. Measure the width of the check. If this measurement is 8 and 1/2 inches, enter 8.5 in the check width field. **Important: Specify in *Trams Back Office* the size of the check. If there are no values in *width* and *height*, checks do not print**.

3. Click *Insert Field* to select the first field to be used on the check. Notice each field is numbered. Measure where on the check in inches this field to print, and use the four-directional arrow and the ruler to pull the field on the screen where this field is to be located. Use the two-directional arrow to size the field either vertically or horizonally. Also input dimensions, choose a font, justification, and do other formatting by

double-clicking on the text box, or right-mouse clicking on the text box and selecting *Properties.*



Only set up the fields wanted to printed on the check. Add or modify this area at any time.

Attention Canadian Users: - Added 3 new Merge Fields to Utilities|Setup|Checks:

To accommodate the new banking check requirements that went into effect in Canada on 31 Dec, 2006. There are three merge fields:

Date Year (YYYY)

Date Month (MM)

Date Day (DD)

To add the Canadian required YYYY, MM, or DD under the appropriate component of the date fields, add a text box with the appropriate identifier under each date field.

4. Any field to print on the check more than once, requires more than one setting. For example, if this is a a two-voucher check and the date is required to print on the check and the two vouchers, there will be three date settings, each with a different measurement from the top.

Example: Let's assume this is a two-voucher check. The check information is printed on the first voucher. Since some of the same fields are to be printed on the voucher, create duplicate fields and position them on the voucher where they are to print. The confirmation number and remarks are to be printed on the second voucher. In the check set-up, select *Insert Field*, and click *Confirmation Number*. Measure *down* from the top of the check where the information is to be printed. Enter that number in the *Properties* area of the field; or simply drag and drop the field where it is to be printed. Measure from the *left* of the check, and enter that number in the *Left* field on the *Properties* screen. Continue with the *Width* and *Height* measurements. To add remarks, click on *Insert Field* and select *Remarks.* (That field may have to be re-sized quite a bit to get that to print on the check.)

Another Example: There is a three-part voucher check and all the information from Voucher 1 and Voucher 2 needs to be printed on Voucher 3 (the one to keep for office records). Create duplicate entries of each field, changing the length from the *Top* by dragging and dropping the field or by using the *Properties area.*

The following are sample setting for a three-part voucher check.

Check Example

Item Description	Left	Top	Width	Height
Alpha Amt	.78	1.25	5.62	.18
Amount	7.25	1.87	1.12	.18
Amount	7.25	7.50	1.12	.18
Amount	7.25	4.25	1.12	.18
Check #	5.0	7.25	.50	.18
Date	5.75	1.87	.84	.18
Date	5.75	4.25	.84	.18
Date	5.75	7.50	.84	.18
Payee Name & Address	1.10	2.0	4.69	2.00
Payee Name & Address	1.10	7.50	4.69	2.00
Remarks	1.25	5.75	7.00	1.00
Remarks	1.25	7.50	7.00	1.00
Journal Entry	1.25	8.50	7.00	2.00

5. Continue for each field desired to print on the check. Click *OK to save.*

To delete a field, highlight that field and click *Delete*. To print checks, go to **Reports|Payments|Check Writer**. Complete the fields for the check numbers to print. To view the checks before printing, select *View Checks.* Also print a single check from the Payment Query screen.

Troubleshooting in Check Writer

Questions to ask if there are difficulties printing checks.

- Did I indicate the correct size of my checks?

- Is the height set high enough to accommodate the printer font? The default is .18. If the settings all look correct but nothing is printing on the checks, try resizing this text box or setting the height of the settings at .25 in the *Properties*.

- Are the settings overlapping?

- Do I have the setting printing off the check -- too far to the right or off the bottom? (i.e.: the check width is 8.0 and it is set to begin printing at 8.5).

- If the last part of the entry doesn’t appear, resize the text box. It may not be set high enough to accommodate the extra lines. **Example:** Only the first two lines of the Payee Name and Address appear.

- A payroll JE requires several lines. If the settings appear correct but the JE is not printing, check the height of the setting. It may not be set high enough to accommodate the multiple entries.

Conversion Rates

Trams Back Office can convert foreign currency transactions to your agency's local currency.

1. Enter your agency's' 3 character local currency code under **Utilities|Setup|Global Defaults|Interface Mailmerge Prompt** tab

2. Manually load conversion codes and rates under **Utilities|Setup|Conversion Rates**. Since currency rates fluctuate, the rates should be updated periodically.

   a. Fill in the conversion rate for each currency and click *Add* to see it in the data entry box below. A warning message of Duplicate Currency Code is displayed when trying to add a duplicate conversion rate.

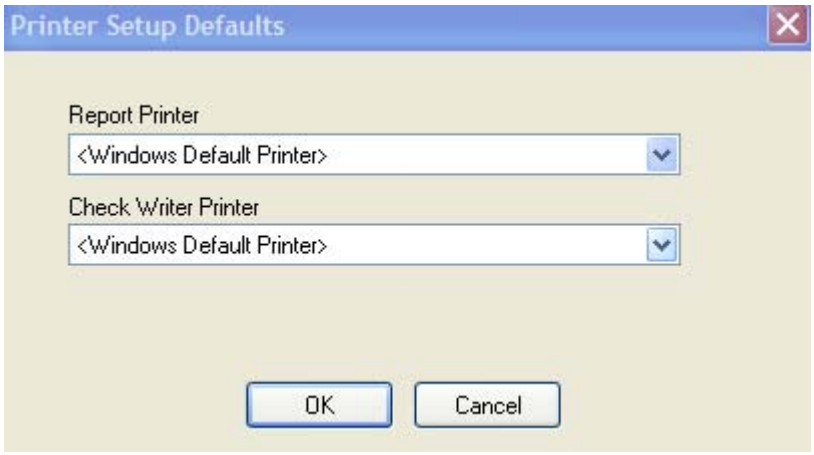
   b. To edit a currency rate, select the entry and click *Update*.

   c. To delete and entry, highlight it and click *Delete*. Click *OK* to save all.

If a hotel or car transaction is interfaced and no local currency equivalent has been loaded by a hotel vendor, (hence the hotel's currency is not shipped in the interface file) during the **Interface/Download** routine, a look up on the conversion rate table will take place. If the currency code and rate are found in the conversion rate table, the foreign currency amount is converted to your agency's local currency in the booking record. The foreign currency tab in the booking displays the hotel currency code and rate used for the conversion process.

Printer Defaults

Printer Defaults



From the pull-down menu, select the printer wanted to use for *Reports* and the *Check Writer* if this setting differs from the printer default settings in *Windows.* The printer could be the same or different for each setting.

Report, Statement & Invoice Headers/Footers

To add customized headers and/or footers to *Trams* Back Office Reports, Statements, or Invoices, go to

Utilities|Setup|Headers/Footers.

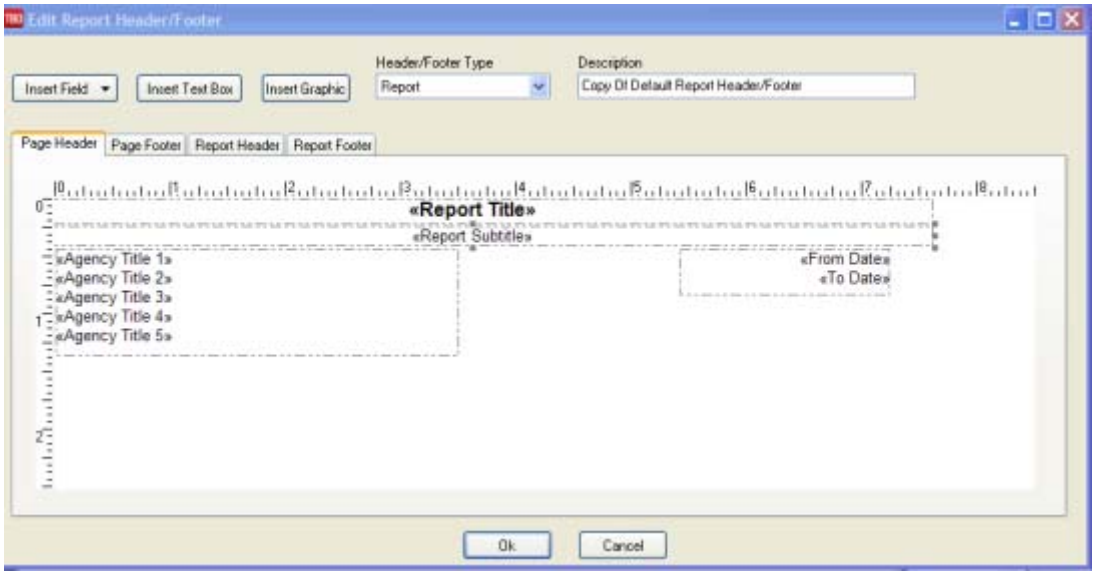
There are default Header/Footers set up for both Reports, Invoices, and Statements, but these defaults cannot be modified or deleted. To modify an existing default, click *Copy*, and then highlight the entry and click *Modify* to change the setting. To add a brand new header/footer, click *Add.* Specify from the drop-down menu whether the new entry is a Report, Statement or Invoice Header/Footer. Add a *Description, Insert Text* or *Insert Graphic* per directions outlined below in *Modifying a Default Header/Footer* section below. To delete a non-default header/footer, highlight the entry and click *Delete.* To set a header/footer as the default, highlight the entry and click *Default.*

Note: To print statements on pre-printed letterhead paper, remove the Agency Name & Address Information Fields, and adjust the size of the blank space left to allow for printing on pre-printed letterhead paper. Remember to have the *Print Full Statement Header* box checked under **Utilities|Setup|Global Defaults|Prompt Tab** for space to be left on each page for letterhead paper.

Modifying a Header/Footer

To modify headers or footers:

1) To modify a header/footer, go to **Utilities|Setup|Headers/Footers**, highlight the default entry to modify, and click *Copy* (since the defaults cannot be deleted), or click on *Add* to add a brand new entry).



2) Choose the Header/Footer type - *Report, Invoice,* or *Statement.*

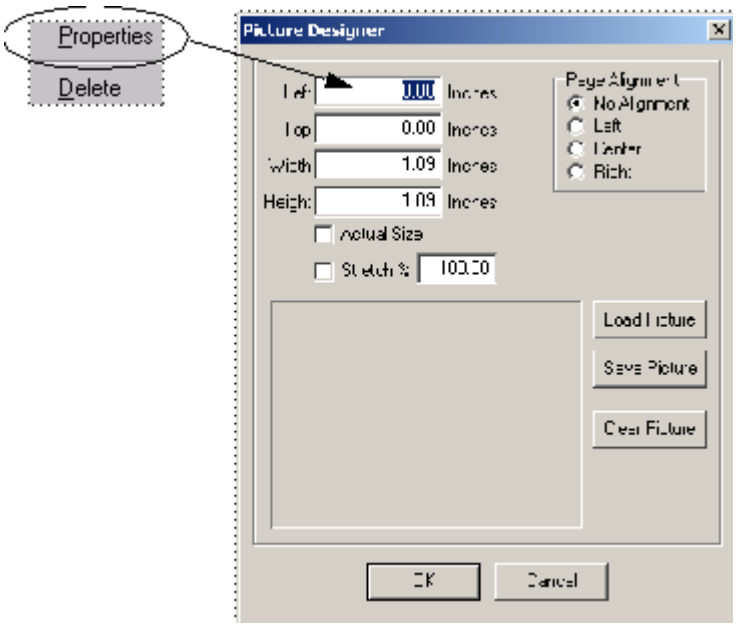
3) Add a description line which acts as a "title" to identify different headers/footers.

4) Click the *Page Header/Page Footer/Report Header/*or *Report Footer Tab.* Click the desired tab to setup the headers and footers. The report header and the report footer print ONLY on the first or last page. This report footer can be used as an agency's "Terms & Conditions" when running an invoice, since it's on a separate page when running an invoice. The page header prints on each page of the report, and the page footer prints on each page of the report, except on the *Report Footer* page.

5) Use *Add Text* to insert text into the header or footer. A text box appears in the upper left corner. To type and format text, double-click the text box. A screen appears to enter the desired text, align the text, and set the font. Click *OK* to go back to the main screen. Highlight the text box to click and drag the text box and position it. Click and drag the text box to size it properly. Movement and sizing can be done by either double-clicking on the text boxes, or right mouse clicking on the text boxes and clicking *Properties.* Choose Font, Page Alignment, Text Alignment, Insert Merge Fields or text, and more from this dialog box. Click *OK* to save.

Moving can also be done by clicking on text or graphic boxes and moving them into any location by using the 4-directional arrow. Size the default text boxes by using the 2-directional arrow.

6) Use *Insert Graphic* to add a graphic file. Use the browse feature to locate the graphic file on any drive/directory and click *Open* once located. (Use *.jpg, *.jpeg, *.bmp, *.ico, and *.emf type graphic files within headers and footers.) Double-click the graphic to access dialog box to set size and page alignment, or highlight the graphic to click and drag, size, and position it properly. Double-click on graphic box, or right mouse click on the box, and click *Properties.*



7) Click *OK* to save.

8) Print out a sample report and adjust settings accordingly.

Fare Codes

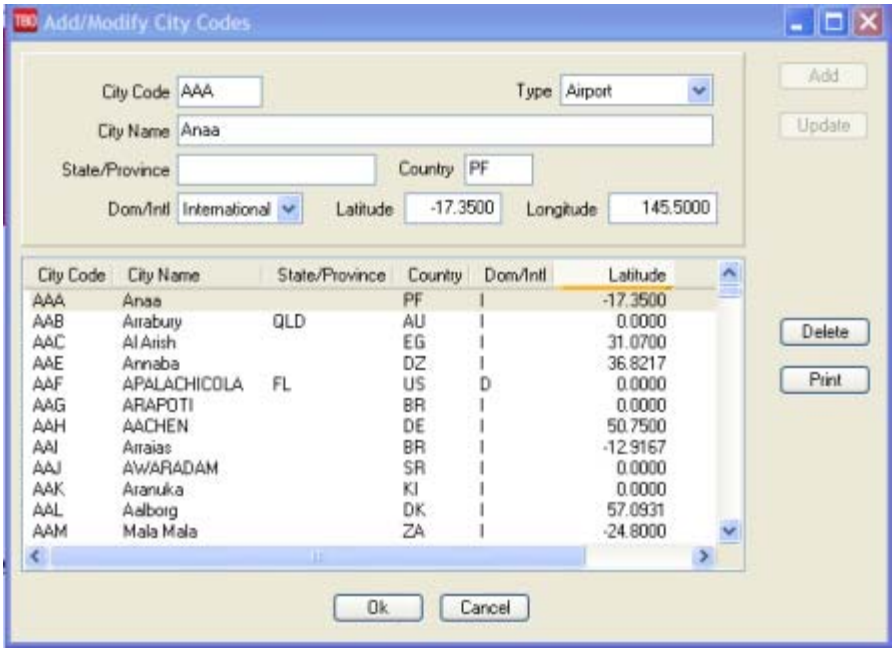
For generating Fare Saving Reports in *Trams Back Office*, this table represents fare codes and information and is user definable. An unlimited number of two-character alphanumeric codes and their descriptions can be entered. A warning message of *Duplicate Fare Code* will be displayed when trying to add a duplicate

Fare Code. These codes are identified within the invoice booking on the Expanded Fare Information screen and are usually populated via interface. See the *Interface Preparation Guide* for the appropriate PNR entries.

A justification code allows the agency to communicate to clients the reasons they did not get the lowest fare. Justification Codes are set up in **Utilities|Setup|Fare Codes**.

Hint: Print out a Fare Codes setup sheet for the agents by clicking on the Print button.

City Codes

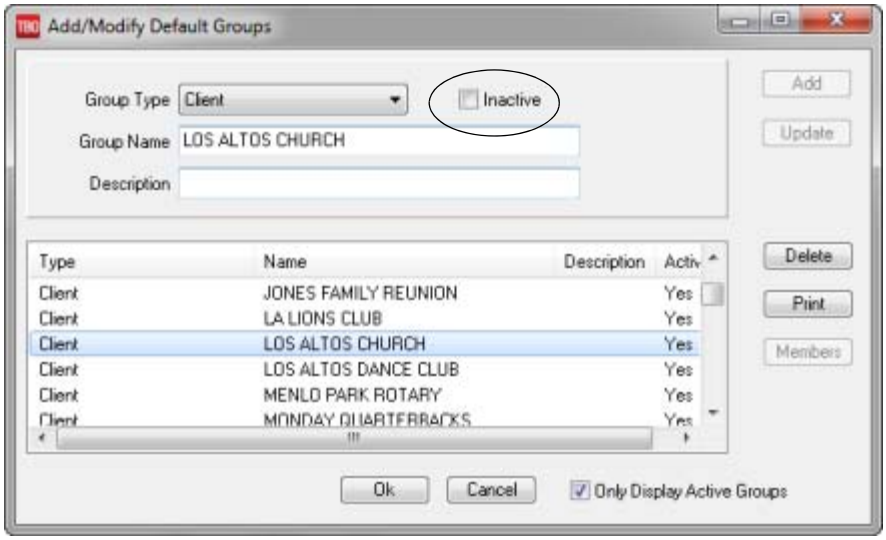


Trams Back Office stores about 5000 city codes and their corresponding full city name. Modify, add, and delete from this list by going to **Utilities|Setup|City Codes**. For the most part, there is no need to come into this area. Trans-border agencies may want to add some cities, but with caution. Highlight the city code, make any changes, click on *Update* or *Delete*, or enter any new information by clicking *Add.* A warning message of *Duplicate City Code* will be displayed when trying to enter a duplicate city code.

*You are printing an invoice for Tom Smith and notice the city name for ORD is printing as Chicago. You want to change it to Chicago O'Hare. To edit this city code, go to **Utilities|Setup|City Codes**. Scroll to the entry for Chicago and highlight the entry. Make desired modifications and click Update. Click OK to save your changes. Now when you print another invoice for Tom Smith, the full city and airport name prints for ORD.*

Note: The City Code Table only applies to city codes captured on the Segments tab of a booking and does not apply to the Itinerary fields on the General tab.

Groups

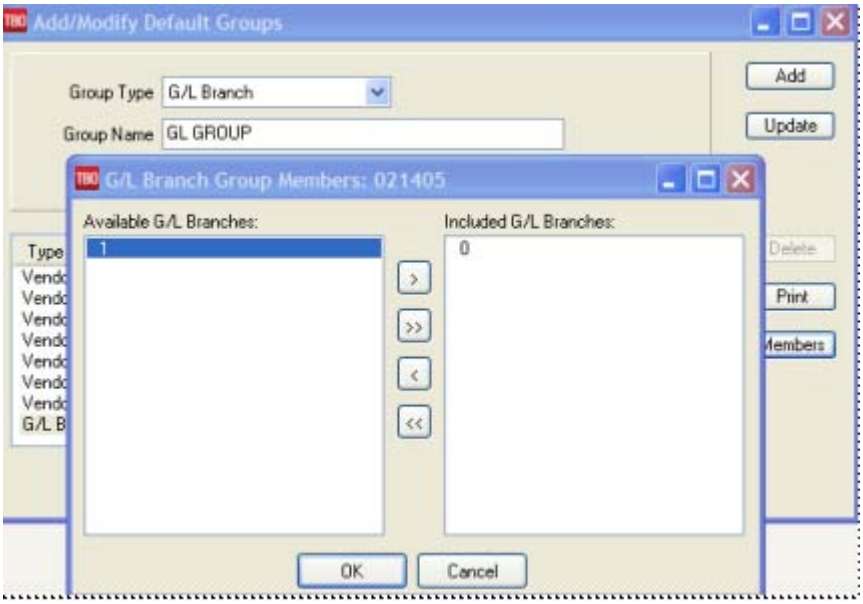


Groups appear in alphabetical order. Make a group that is no longer in use *Inactive* to take it off TBO drop-down lists.

Group identifiers are used to link information together (such as profiles or invoices) for specific reporting purposes. They are used for printing labels, statements for a group, or corporate departments.

1. Select **Utilities|Setup|Groups**.
2. Click the arrow next to the *Group Type* field.
3. Choose the type. If choosing Branch, G/L Branch, Bank, or G/L Accounts see step 7 below. Selections are as follows:
   - Agent – To link agent profiles together
   - Client – To link client profiles together
   - Other – To link other profiles together
   - Vendor – To link vendor profiles together
   - Invoice – To link invoices together
   - Payment – To link payments together
   - Invoice/Payment To link both invoices and payments together, especially for a group.
   - Branch - To link branches together
   - G/L Branch - To link G/L Branches together
   - Bank -To link Bank Accounts together
   - G/L Accounts - To link General Ledger accounts together.
4. In the *Default Group* field, type in the name of the group. (i.e. Ski Group'04).
5. Add a detailed free-flow description if desired.
6. Click the *Add* button.
7. Repeat steps 3 and 4 to create each group identifier.
8. Once all group identifiers have been added, click *OK* to save.
9. When creating the Bank, Branch, G/L Branch, or G/L Accounts groups, access a *Members* button that allows specific Bank Accounts, Branches, G/L Branches, and G/L Accounts to be created.

Simply move the items to be part of the group from the left side to the right side to include them in the Group.



Note: When entering a *Group* on a *Create New Invoice* or *Payment Screen,* a *Group Button* when click displays descriptions of groups and permits adding a new group name/description from that same area.

IC/Host Codes

Agencies today are choosing to change the way they make their bookings. Many are dropping out of ARC/BSP and booking air tickets through a Host Agency. They may also book some or all of their cruise and tour business with a Host Agency, or continue doing those bookings as they always have. These Independent Contractors (IC) agents working through a Host Agency, may still operate a store front location, or move into a home-based environment.

Independent Contractors need a method to tag and transmit invoices to the Host Agency who have *Trams* Back Office, and Host Agencies need a method to tag and transmit invoices to ICs who have TBO. Both ICs and Host Agencies need a way to receive and differentiate invoices created from various ICs/Hosts from their own. So the first step for both the ICs and the Host Agency is to setup IC/Host Codes to "turn on" the Host or IC functions in TBO and ClientBase.

For complete instructions on how to do this setup, use the IC/Host functionality, as well as download an Export Utility click here.

CC Processors

This is a setup area for those users who have signed up for the CC Merchant utility. The automated credit card processing feature is designed to process credit card merchant payments, using the data already entered into *Trams Back Office*. We have formed partnerships with credit card processing companies to bring competitive rates and an easy-to-use interface to process credit card payments. Currently, we have partnerships with Pinnacle Payment Solutions, and NTC (National Transaction Corporation) Ticketmaster (although they are not taking any new customers) and Caledon.

Some preparation is required to begin automated credit card processing. The agency is required to apply to a processing company and allow them to process the credit card payments and deposit money into the bank account.

1) **Pinnacle Payment Solutions**: Since credit card processing is financially related, the application process includes completing a form that is submitted electronically to Pinnacle Payment Solutions at **http://www.Trams.com/home/products_services/products/credit_card_merchant/**. Receive all necessary authorization materials from the companies and upon approval; receive a user name and password.

2) **NTC:** To obtain an application form for National Transaction Corp. (NTC) please contact Mark Fravel, **mark@nationaltransaction.com,** 888.996-2273. Once the sign-up process is complete, a Bank ID and Terminal ID is issued. Use the Bank ID as the username and the Terminal ID as the password.

3) **Caldeon:** To sign up with Caldeon or for answers to specific questions, contact Caldeon Support at helpdesk@caldeoncard.com or call 1-855-812-5191.

Getting Started - Preparing to Process Credit Cards

Automated credit card processing uses the *Trams Back Office* CC Merchant form of payment. This form of payment is designed to distinguish credit card payments processed by the vendor from those that are processed by the agency. When running a query for processing, only those records with CC Merchant as the form of payment appear in the query.

The agency front office can enter CC Merchant payments either through ClientBase or interface them through the GDS, using the formats outlined in the *Trams Back Office* Interface Guide for the agency's particular reservation system. The formats consist of one or two "accounting" lines that are entered in addition to any descriptive entries in the Passenger Name Record. The accounting entry correctly identifies (but is not limited to) the following data: ***Booking Amount, Commission, CC Merchant Form of Payment, Credit Card Number and Expiration Date, Vendor,*** and ***Travel Type***. For more information, please refer to the *Trams* Interface Guide for the GDS system. Be prepared to interface and test formats prior to the implementation of automated credit card merchant processing.

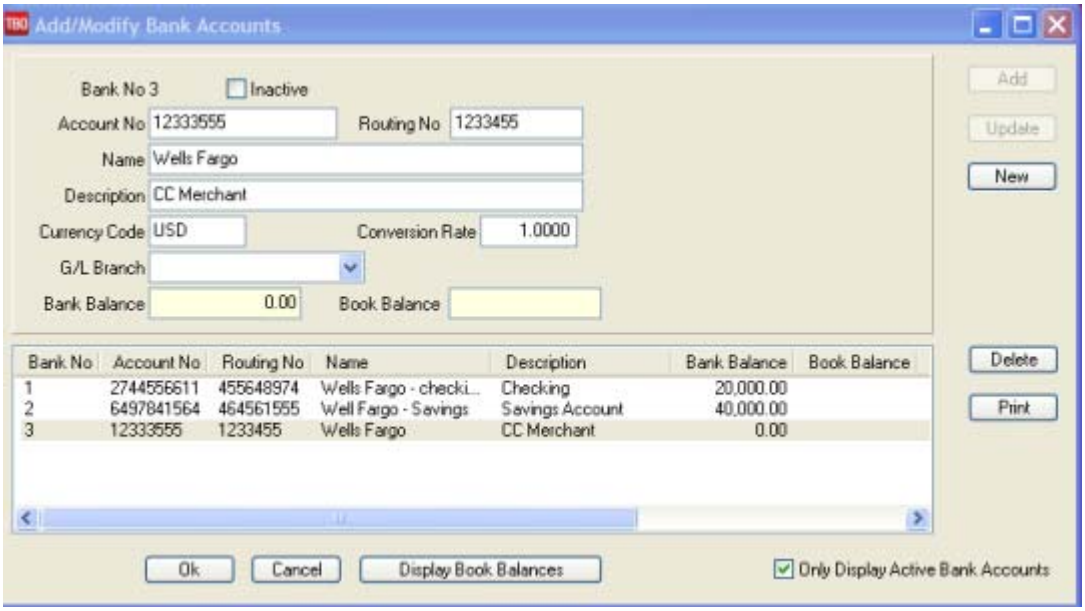
Configuring the Software

The credit card merchant processing feature is designed to query and process CC Merchant payments and reconcile the results of processing back to the *Trams* accounting data. Some setup is required before processing.

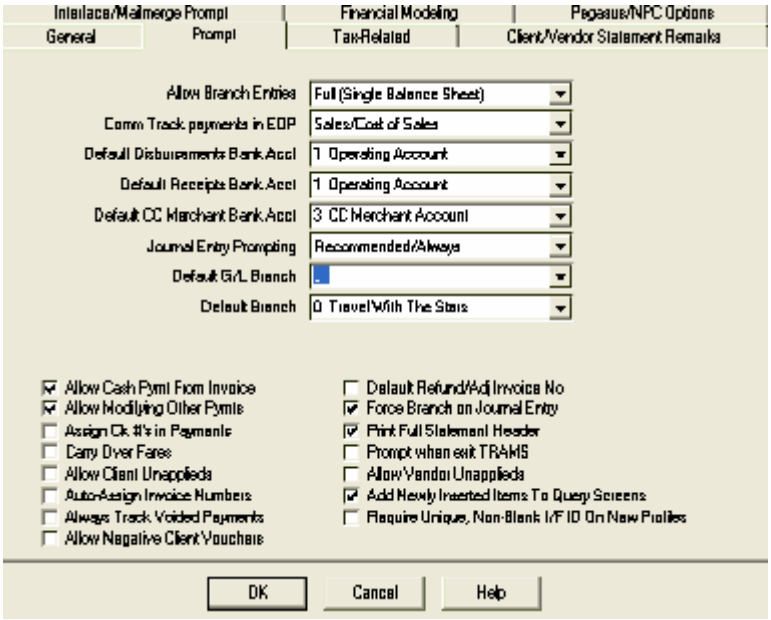
Step 1: Since the agency is receiving deposits for merchant transactions, create a profile in *Trams Back Office* for the processing company. This is done prior to setting up the CC merchant processing defaults. Select **Profiles|Other** and create the profile.

Step 2: Some agencies have a specific bank account that is dedicated only to CC Merchant payments. If setting up a new bank account for this, add the bank account before setting up the CC Merchant processing defaults. To add a bank account, select **Utilities|Setup|Bank Accounts**. In the *Description* field, identify the bank account as the CC Merchant account and click *Add*. If funds from the CC Merchant processing

are handled through a standard operating account, proceed to Step 3.

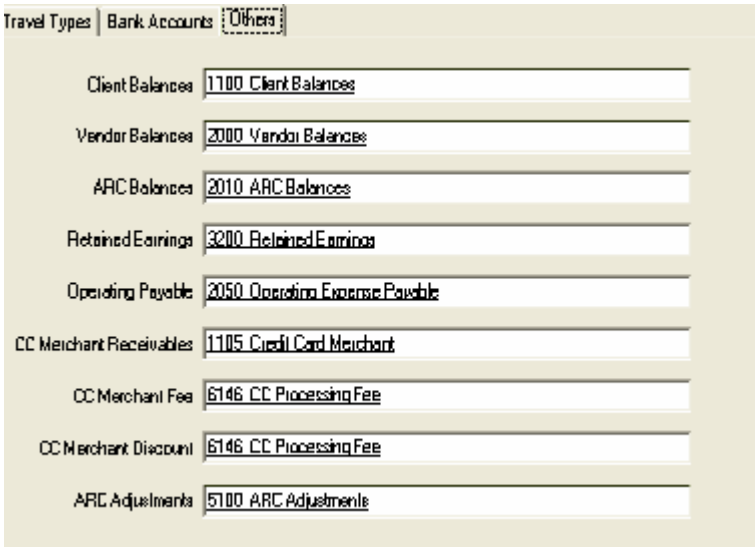

Add/Modify Bank Accounts
Bank No 3
Inactive
Account No 12333555
Routing No 1233455
Name Wells Fargo
Description CC Merchant
Currency Code USD
Conversion Rate 1.0000
G/L Branch
Bank Balance 0.00
Book Balance
Add
Update
New
Delete
Print
Bank No | Account No | Routing No | Name | Description | Bank Balance | Book Balance
1 | 2744556611 | 455648974 | Wells Fargo - checki... | Checking | 20,000.00
2 | 6497841564 | 464561555 | Well Fargo - Savings | Savings Account | 40,000.00
3 | 12333555 | 1233455 | Wells Fargo | CC Merchant | 0.00
Ok
Cancel
Display Book Balances
Only Display Active Bank Accounts

Step 3: Select **Utilities|Setup|Global Defaults** and click the *Prompt* tab. In the *Default CC Merchant Bank Acct* field, type in the bank account number that for the CC Merchant payments to default. If processing CC Merchant payments against multiple bank accounts, enter the account that is used most frequently. Next, in the same *Prompt* tab, verify that the field *Allow Client Unapplieds* is not checked. CC Merchant payments that are unapplied balances will not process. Therefore, it is best to turn off this option.



Step 4: Select **Utilities|Setup|GL Accts** and click the *Others* tab. Enter the GL account numbers for CC

Merchant Receivables, CC Merchant Fees and CC Merchant Discount.

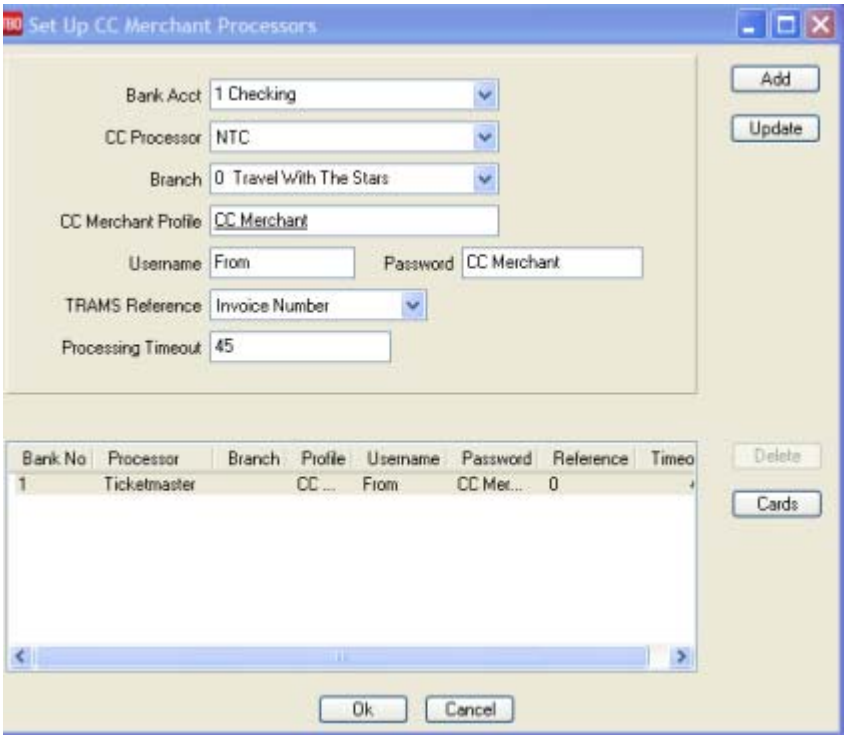


CC Merchant Receivables: When a CC Merchant payment is entered against a client's account, the client balance is closed and is offset against the CC Merchant Receivables account, where the balance remains until the credit card is processed. This account number should be in the asset series (1000 - 1999) of GL account numbers.

CC Merchant Fees: Some processing companies charge a fee for each transaction processed. If the processing company charges a fee per transaction, in the *CC Merchant Fees* field, type in the GL account number assigned in *Trams Back Office* for the transaction fees. This number should be in the expense series (6000 - 9999) of GL account numbers. If the processor does not charge a per transaction fee, enter the same GL account number in the CC Merchant Fees field as entered in the CC Merchant Discount field.

CC Merchant Discount: This is the GL account number assigned in *Trams Back Office*, where the credit card processing fees from the credit card companies are journalized. This number should be in the expense series (6000 - 9999) of GL account numbers.

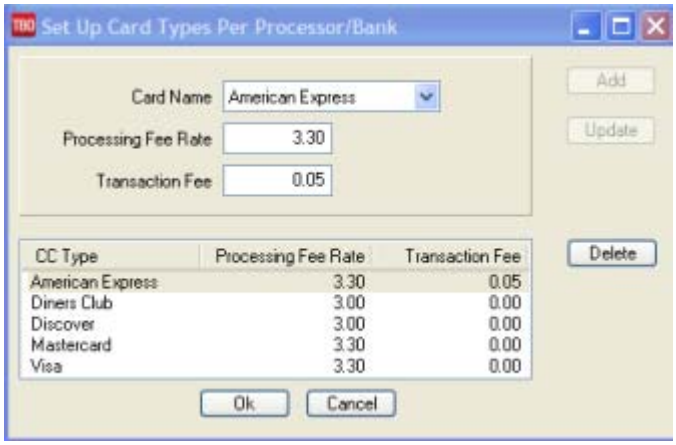
Step 5: Select **Utilities|Setup|CC Processors** and setup defaults for CC Merchant Processing.



Bank Account	Enter the Bank Account number (i.e. 1, 2, 3, etc.) that CC Merchant payments are entered against.
CC Processor	From the drop-down menu, select the vendor name of the credit card processor, (Pinnacle or NTC -National Transactions Corporation, etc.)
Branch	From the drop-down menu, select the branch to set up for processing
CC Merchant Profile	Select the *Other* profile that was created for the credit card processing company.
User Name	Enter the Bank ID provided by the credit card processing vendor.
User Password	Enter the Terminal ID (TID) provided by the credit card processing vendor.
Trams Reference	Click the drop-down arrow and choose what reference number appears on the client's credit card statement. Choose *Invoice Number* if the agency would like the invoice number to appear on the client's statement. Choose *Payment Number* for the *Trams* assigned payment number to appear on the client's statement.
Processing Timeout	Enter the number of seconds for the program to wait to receive a response from the credit card processing vendor as to whether the record was processed or not, before the program moves on to the next record. The *Trams* recommended setting is 45 seconds.

Click *Add* to add the Processor's information and then click *Cards* on the right to set up the credit card types

that are being processed. Default settings are required for each type of card being processed.



Card Name	Click the arrow next to the field and choose the name of the credit card being set up; i.e., American Express.
Processing Fee Rate	Enter the discount rate for the credit card chosen, as specified by the merchant contract with the credit card processing company.
Transaction Fee	Enter the amount of the transaction fee that the processing company charges.

Click *Add* to add the card to the setup. Repeat the steps for each type of credit card that are being processed. (Visa, MasterCard, Discover, etc.)

Step 6: Click the OK button to save credit card information. Click OK again to save the setup screen.

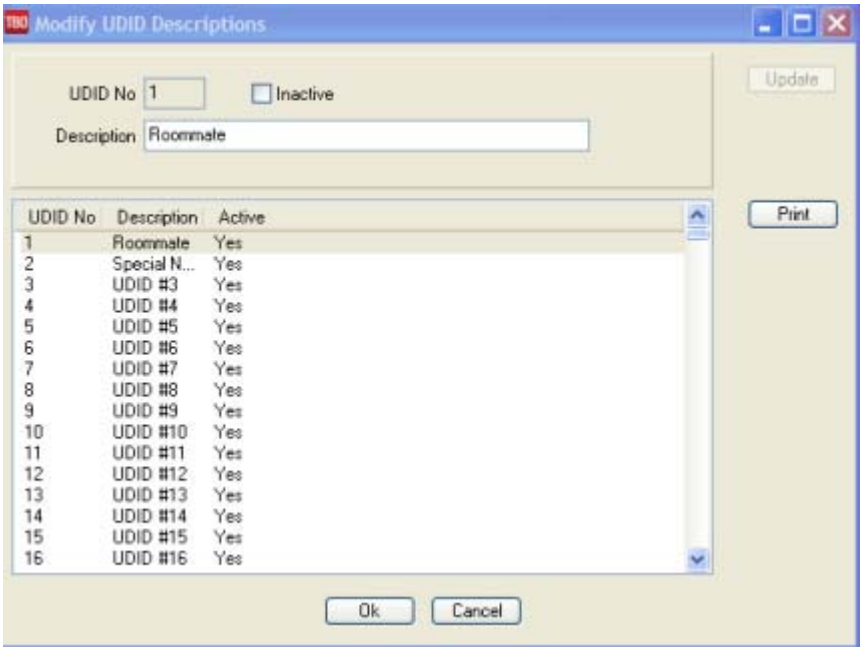
Note: If the agency has multiple branches, repeat step 5 for each branch, as the credit card processing company provides a username and password per branch.

For directions on Processing CC Merchant Transactions, go to the chapter, *Payments, CC Merchant Reconciliation.* For more information on signing up to use CC Merchant, go to **www.Trams.com|Products/Services**.

UDIDs

This is a setup area for those users who choose to change the UDID 1-999 drop-down items to more meaningful and descriptive terms. For example, a UDID #5 can be changed to *Purchase Order Number*. The UDID drop-down field then displays the changed new description of *Purchase Order Number* instead of the previous UDID #5. Go to **Utilities|Setup|UDIDs.** Highlight the UDID to edit. Type its new name in

the *Description* and *Update.* To print a report of UDIDs and descriptions, click *Print.* Click *OK* to save.



This UDID Description can be used when printing invoices when user selects UDID's to be printed on the invoice. For example, if the UDID #1 description is Purchase Order No. and 9587465 has been entered in the UDID #1 field, it'll print on the invoice like this:

Purchase Order No. 9587465

(This UDID Description is also available when printing out client and vendor statements when selecting UDIDs to be printed on the statement.)

Backup Overview

Why do Backup?

***Because some day the computer housing the Trams database* WILL *crash. Backup is the ONLY insurance*!**

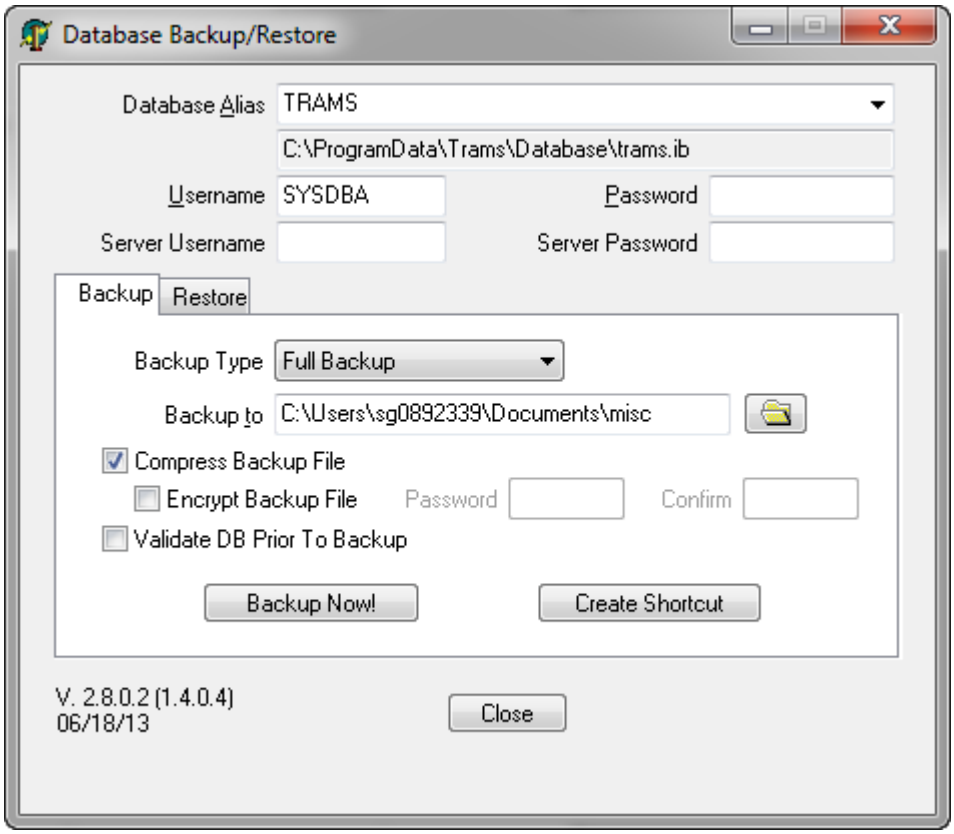
IMPORTANT Note: *The TBO Backup Utility* ***does not*** *backup Reports. Also it* ***does not*** *backup the Spool Directory/s. These must be backed up separately on a consistent basis. For information on how to backup Reports/Spool Directory/s, see section below, Backing Up Reports/Spool Directory/s*.

Preparing for Backup Tips

Use the *Trams* Backup Utility. Use the *Trams* Backup Utility (Ibbackup.exe) to create a Trams.gbk.zip file. This file would be used to restore the database should the need arise. Backing up just the database file (.gdb or .IB) would not provide the ability to restore a database, as it is not a restorable file. Restoring a.gbk.zip backup file also re-indexes the database files.

Backup must be done regularly. Backup every day, prior to adding more data to the system,. Formatting two sets of backup media (Flash drive, i.e.), and labeling them "A" and "B" is recommended. Rotate the

media, using one, then the other. Suggestion to take an extra backup once a week and take it off-site. To start the backup utility, go to **Start|Programs|Trams Back Office|*Database Backup***.



Database Alias: *Database Alias* from the drop-down. This is the database which will be backed up.

Database Path: By default below the *Database Alias* is the path where the data currently resides that was setup in the Alias Utility.

Username: By default the SYSDBA is the *Username.*

Password: Enter the password for the SYSDBA.

Server Username and Server Password: Are used when backing up an EUA enabled database. For EUA databases, there's a server-wide SYSDBA user and a database SYSDBA user that are different. Both need to be specified. For non-EUA databases, just the traditional username/password needs to be specified.

Backup Type: Choose *Full Backup, Full Dump, or Incremental Dump. (*For more details on the Full Dump and Incremental Dump options, please refer to the ***Disaster Recovery*** section below.)

Backup To: Enter or search for the drive, medium, or directory to which to backup.

Compress Backup File: Place a checkmark in the *Compress Backup File* box to compress the backup file.

Encrypt Backup File/Password/Confirm: An option to encrypt and password protect the backup file. If a password is specified during the backup and the backup is being compressed, the resulting zip file will be encrypted using AES 256 encryption.

Note: When restoring a compressed backup that is password-protected, if the user specifies an invalid password, then the restore will fail. ***If the encryption password is lost, there is currently no method for recovering the password and the encrypted backup cannot be restored.***

Validate DB prior To Backup: The validate option works with both backup and restore steps. Validating on restore is a bit slower, but it ensures that the database is valid. Validating on the backup is much slower

than a normal backup and the validation does not fix issues. A database that is restored and fails validation will have the db fail flag set. Users cannot log in until the restore is complete, regardless of whether validation is done.

Create a Shortcut: Once the backup utility is set up for the first time, clicking the button creates a shortcut on the desktop that can be used every time backup is performed. All of the settings/options will be retained.

E-mail Notification on ibbackup

There is a backup e-mail notification feature that will send an e-mail to the specified user if a backup fails with an option to send e-mails for completed backups as well.

Setup Process:

1. Go to the Trams program group under **Start/All Programs/Trams Back Office/Database Backup** and open the backup utility.

2. Ensure the user name and password are filled in

3. Click the Create Shortcut button. The places a backup shortcut on the desktop.

4. Right-click on the backup shortcut on the desktop and select properties.

5. In the Target field right-arrow to the end of the existing information in the field.

6. Add the information in the example below replacing the generic -EMAILSERVER information with the proper e-mail server address and also replace the -EMAILTOADDR information with the proper e-mail address for the recipient.

7. Click *OK* to save the changes.

Note: If you currently have scheduled backup information in the backup shortcut, append this additional information to the end of that command line.

New ibbackup command-line options:

EMAILSERVER <servername>

EMAILTOADDR <to-address>

EMAILNOTIFYALL

Example: "C:\Program Files\Trams\Common Files\ibbackup.exe" -EMAILSERVER mail.sabre.com -EMAILTOADDR youre-mailaddress@hotmail.com -EMAILNOTIFYALL

The EMAILNOTIFYALL option sends an e-mail for completed backups. If only failed backup notifications are required, eliminate this option.

This feature is only designed for simple SMTP.

- no authentication

- default port: 25

- no TLS/SSL

- no MAPI SUPPORT

Interbase XE or Higher Additional Backup Options

Interbase XE or higher adds some additional backup options for enabling very fast backups/restores. Interbase now has an option for what is called an *Online Dump*. An online dump is an exact copy of the database that can be created while the database is in use. The resulting dump file is a complete copy of database at the point in time when the online dump is started, but is in read-only mode.

The initial creation of the dump file can take a few minutes. Once created, incremental dumps can be performed which only update those parts of the original database that have been modified and are typically very fast.

Options for creating a backup via Online Dump:

Dump Copy: Similar to a full backup, creates a new Dump file, compresses it, then stores the file in the target location. The resulting file will be larger than a normal full backup, but should get created faster.

Dump Full: Creates a new Dump file on the server, overwriting any existing dump file with the same name. The target directory must be located on the server or be on a shared folder that the server can access.

Dump Incremental: Updates an existing Dump file on the server with any changes since the last update.

Dump Full or Dump Incremental. If the file doesn't already exist, then this works like a Dump Full and a new Dump file is created. Dump Full/Incremental creates a file with the same name as the database but ending in .DMP instead of .IB.

We have not automated the process of restoring a dump file, however for a manual restore:

Copy the .DMP file to the directory where the database is normally located and rename to .IB. Connect to the database via IB Console and change the Read Only property under Options on the General tab of Database Properties from TRUE to FALSE.

Considerations:

- The Dump file is an exact copy of the database, except in read-only mode. Any corruption present in the original database will carry over to the Dump copy. It is still recommended to create periodic full backups using the original method.

- The Dump file should be restored to the same version of Interbase where it was created. Moving to a newer version of Interbase should be ok, but moving to an older version won't work.

- The Dump file is typically maintained on the same server as the database. Recommendation is that the Dump file be stored on a separate volume on the server so that a disk failure won't affect both the database and the dump file. It's possible to store the dump file on a separate server, but it requires additional configuration.

- The Online Dump process can run while users are in the system and while a Full Backup is being run.

Example backup schedule for typical large agency:

Every 2 hours during business hours: Incremental Dump

Daily after hours: Full Backup to external media.

Weekly after hours: New Full Dump.

The Backup Utility contains additional options that pertain to an XE database version.

- New Server username and Server password fields have been added and are used when backing up an EUA enabled database. For EUA databases, there's a server-wide SYSDBA user and a database SYSDBA user that are different. Both need to be specified. For non-EUA databases, just the traditional username/password needs to be specified.

The Backup Type drop down field contains the following options:

- Full Backup

- Full Dump

- Incremental Dump

Disaster Recovery

Interbase XE or higher adds some additional backup options for enabling very fast backups/restores.

Interbase now has an option for what is called an *Online Dump*. An Online Dump is an exact copy of the database that can be created while the database is in use. The resulting dump file is a complete copy of database at the point in time when the online dump is started, but is in read-only mode.

The initial creation of the dump file can take a few minutes. Once created, we can perform incremental dumps which only update those parts of the original database that have been modified and are typically very fast.

Options for creating a backup via Online Dump:

--Dump Full: Creates a new Dump file on the server, overwriting any existing dump file with the same name. The target directory must be located on the server or be on a shared folder that the server can access.

--Dump Incremental: Updates an existing Dump file on the server with any changes since the last Dump Full or Dump Incremental. If the file doesn't already exist, then this works like a Dump Full and a new Dump file is created.

--Dump Full/Incremental creates a file with the same name as the database but ending in .DMP instead of .IB.

We have not automated the process of restoring a dump file, but it's pretty simple:

--Copy the .DMP file to the directory where the database is normally located and rename to .IB.

--Connect to the database via IB Console and change the Read Only property under Options on the General tab of Database Properties from TRUE to FALSE.

Considerations:

--The Dump file is an exact copy of the database, except in read-only mode. Any corruption present in the original database, will carry over to the Dump copy. We still recommend creating periodic full backups using the original method.

--The Dump file should be restored within the same version of Interbase that created it. Moving to a newer version of Interbase should be ok, but moving to an older version won't work.

--The Dump file is typically maintained on the same server as the database. We recommend that the Dump file be stored on a separate volume on the server so that a disk failure won't affect both the database and the dump file. It's possible to store the dump file on a separate server, but it requires additional configuration.

--The Online Dump process can run while users are in the system and while a Full Backup is being run.

Example backup schedule for typical large agency:

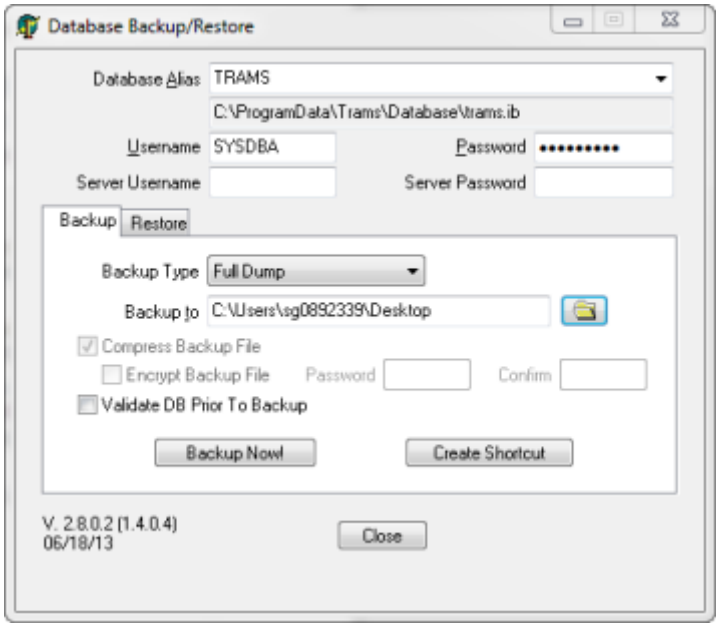
--Every 2 hours during business hours: Incremental Dump

--Daily after hours: Full Backup to external media.

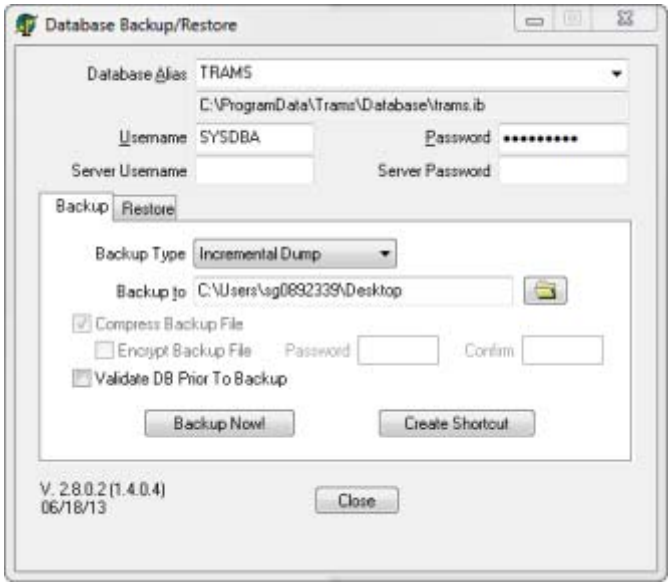
--Weekly after hours: New Full Dump.

The full dump only needs to be done one time. Specify the backup type as Full Dump. Identify

where to store the DUMP file. Enter the path in the Backup To field.



The incremental backup would look almost the same except the Backup Type is set to Incremental:

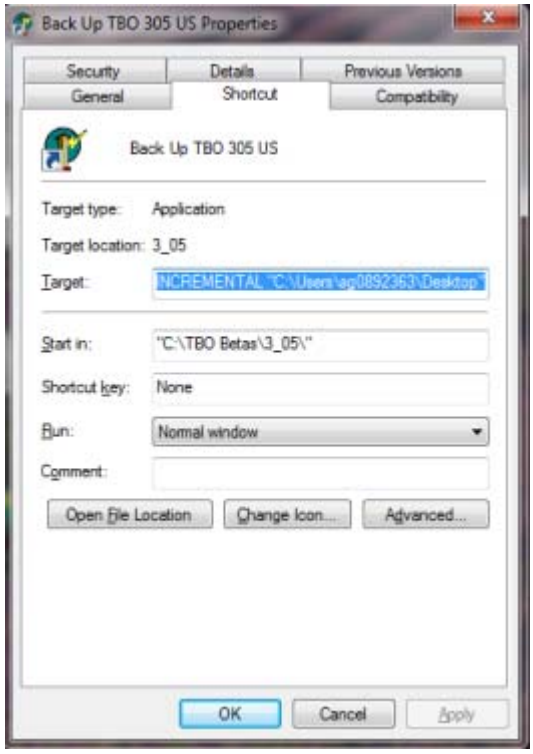


Create a scheduled task for the incremental dump:

To create the command line to use in the scheduled task:

1. Click <Create Shortcut>
2. Go to the newly created shortcut, right click on the shortcut icon and select properties
3. Copy the information in the target field

4. Paste the command line in the scheduled task.



In the event of a disaster:

1. If there are connections to the affected database, disconnect all connections by shutting down the IBServer service.

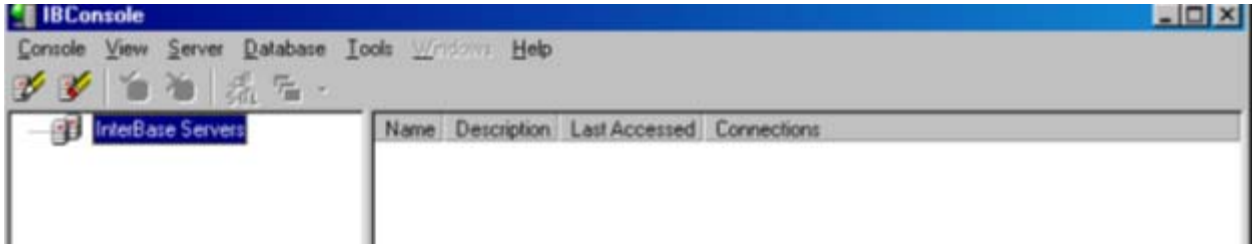
2.Copy the .DMP file to the directory where the database is normally located and rename to .IB.

3.Connect to the database via IB Console (see detailed instructions below)

4.Change the Read Only property under Options on the General tab of Database Properties from TRUE to FALSE. (see screen snap in detailed instructions below)

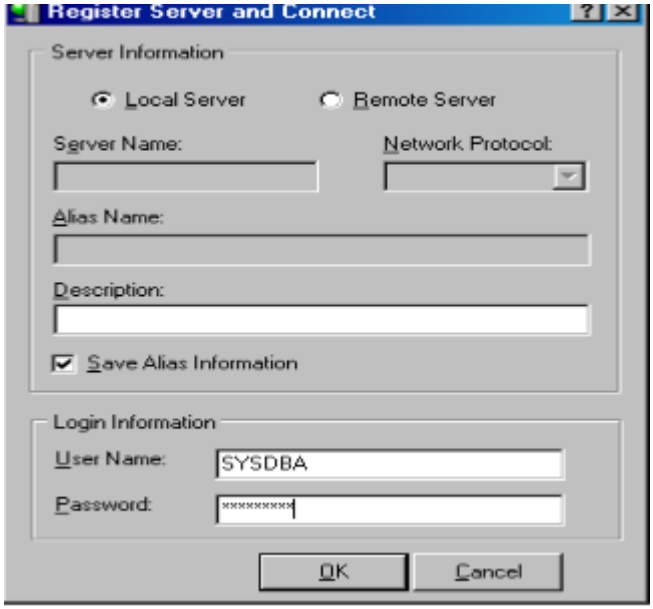
Using IBConsole:

IBConsole is a database management tool included with the Interbase Server installation. The IBConsole.exe shortcut will normally be found in the Interbase XE or higher group in your Programs menu. Double-click to launch IBConsole.



Double-click on the Interbase Servers item in the tree shown on the left side of the form. This will display

the Register Server and Connect form.

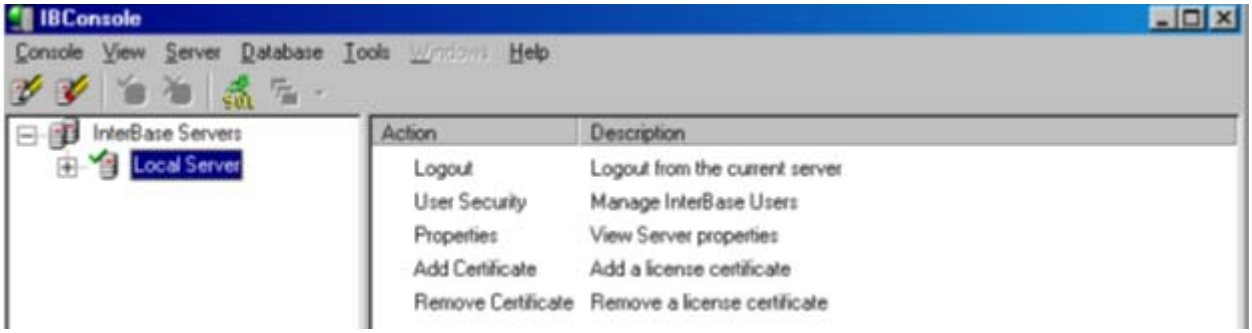


Usually **IBConsole** is operated on the machine hosting the Interbase database so the default selection of **Local Server** is typically used. If the database is hosted on a remote machine then select **Remote Server**, enter the **Server Name** in DNS or IP format and select the **Network Protocol** (usually TCP/IP).

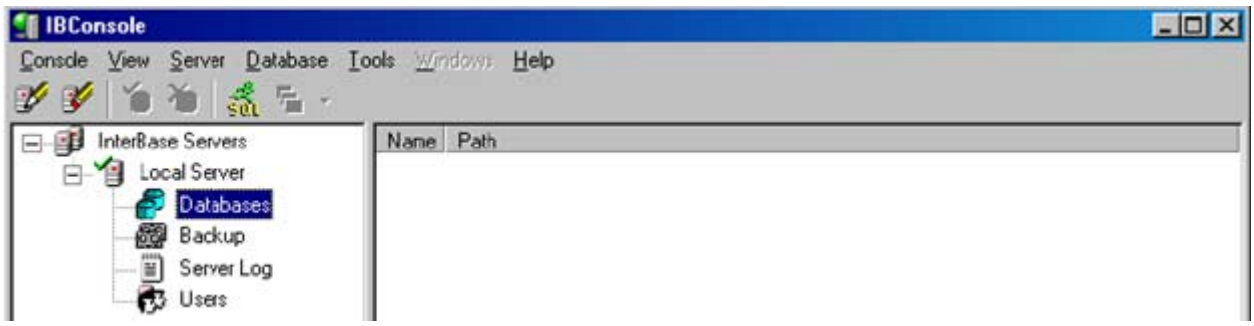
In this case it is preferable to use **Remote Server**, a **Server Name** of localhost, an appropriate **Network Protocol** (usually TCP/IP) and an **Alias Name** to identify the server in the configuration.

Enter the User Name (default administrator User Name is shown, SYSDBA) and password. Press OK to connect to the server using the configuration options shown.

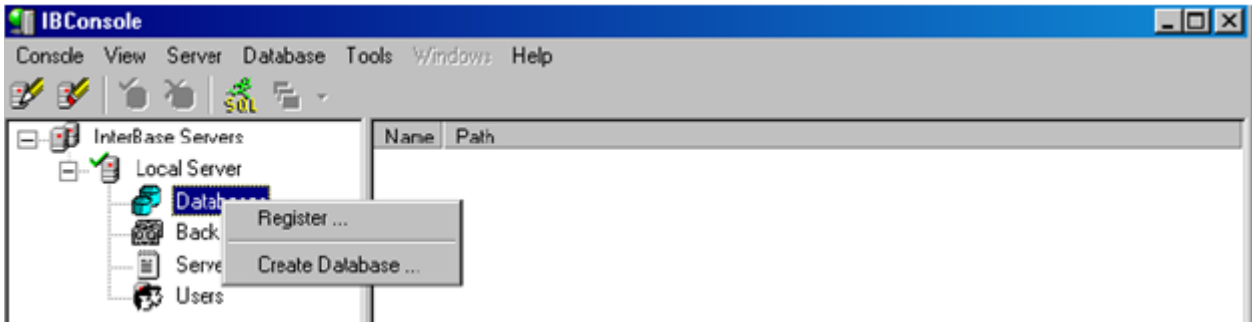
If the connection was successful the configuration in IBConsole will update.



Double-click on Local Server to expand the connection options, shown below.



Right-click on Databases to display the database registration menu.



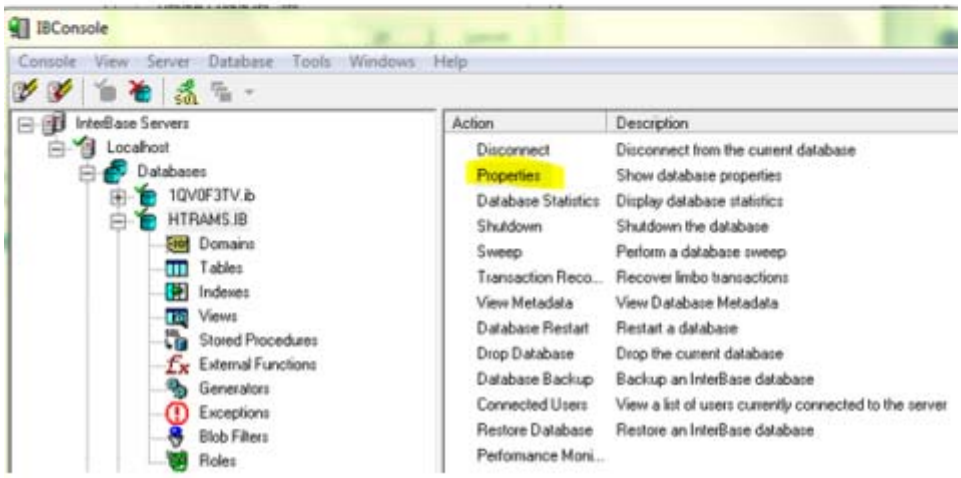
Select Register to display the Register Database and Connect form.

The actual database file must be specified using this form. Press the file open button to the right of the Database File edit to browse and select the IB file.

Note: When using Remote server connections the file browse button will be disabled, you must manually type in the path and name of the Trams.ib file. Make sure Save Alias Information is checked. Enter the User Name for the database server and the Password in the fields on the form.

Other options can be left at their defaults.

Click *OK* to connect to the specified database.



Double-click Properties to display the database properties which are seen below.

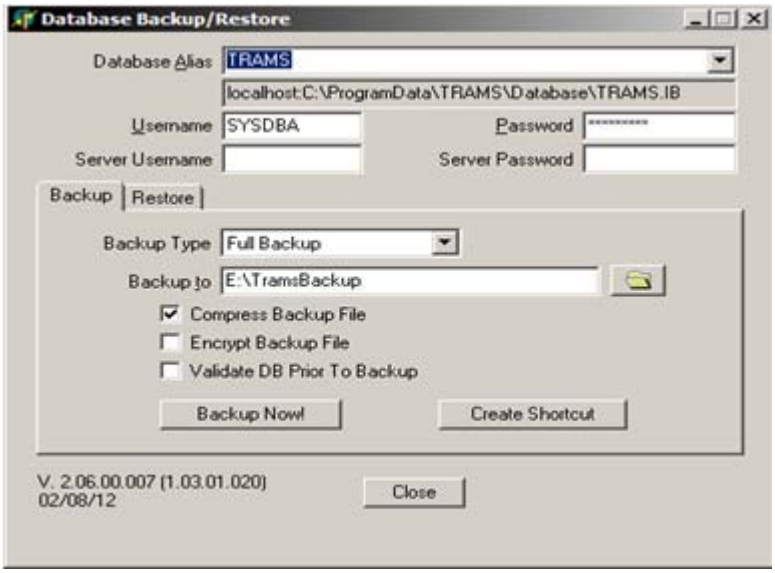
Scheduled Backup on Vista/Windows 7/Server 2008/Server 2012

Getting the Parameters for the Automatic Backup

Create a shortcut for the backup process on the desktop.

1. Start the Trams Backup Utility. You can click on Start, (All) Programs, TRAMS, and Trams Backup

Restore or Start, (All) Programs, Trams Back Office, then Database Backup.



2. Make sure the Username is SYSDBA. Enter the appropriate password.

3. Currently, nothing should be entered in Server Username or Server Password.

4. If the desired backup location is not already displayed next to "Backup to," click on the Folder icon to browse to and select the path you wish to back up to.

5. Compress Backup File should normally be checked if you want the backup to be compressed to zip format.

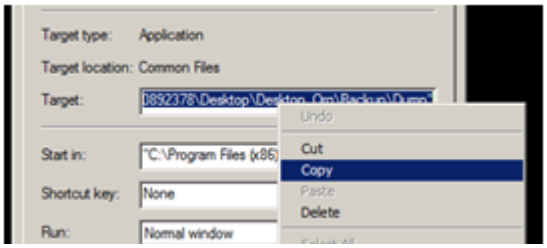
6.Click "Create Shortcut"

At this point, you will have an icon on the desktop named "Backup," plus your alias name. Usually it will be named "Backup TRAMS." When double clicked, it will bring up the same parameters as entered when Create Shortcut was clicked. For the purposes of creating the automatic backup, what we need are these parameters.

1. Right click on this Backup TRAMS shortcut icon on the Desktop and select "Properties".

2. If the text in the Target box is already highlighted right click on the highlighted text and select "Copy."

3. If not, right click inside the Target box, choose "Select All" then follow step 2 to copy the text.



4. Close the Shortcut's properties.

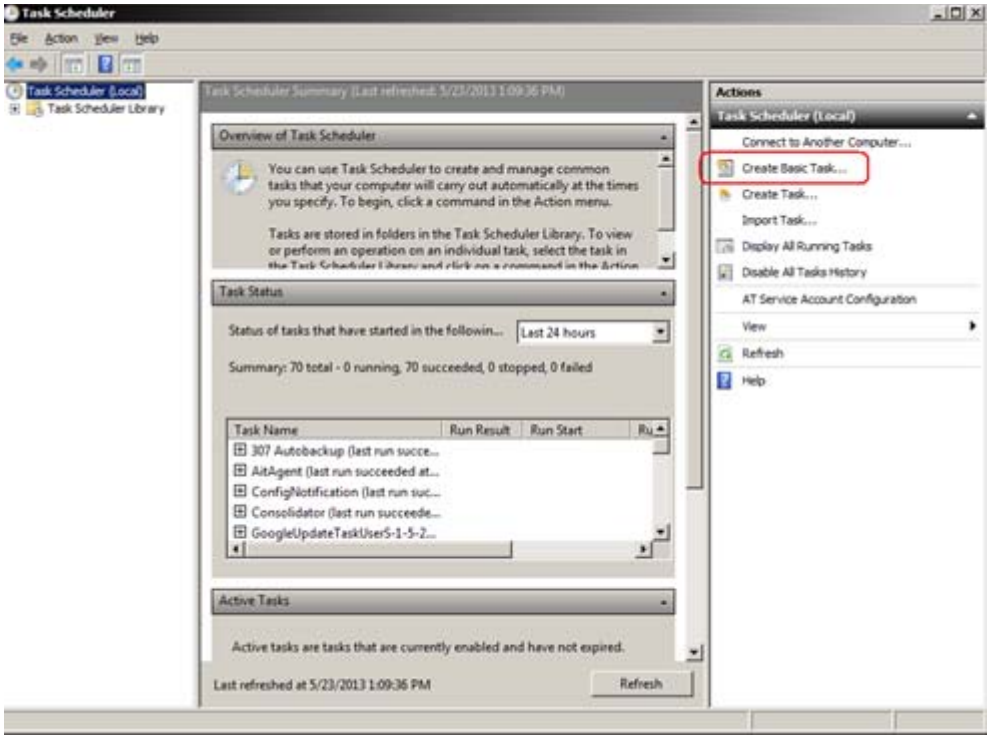
The full copied text will look something like this: "C:\Program Files (x86)\Trams\Common Files\ibbackup.exe" -UserName SYSDBA -EncPwd1 "696D28D2F51DB07CEF" -Alias "TRAMS" "E:\TRAMSBCKUP"

Creating the Scheduled Task in Windows Vista/Windows 7/Server 2008/Server 2012

1. Open up Windows Task Scheduler

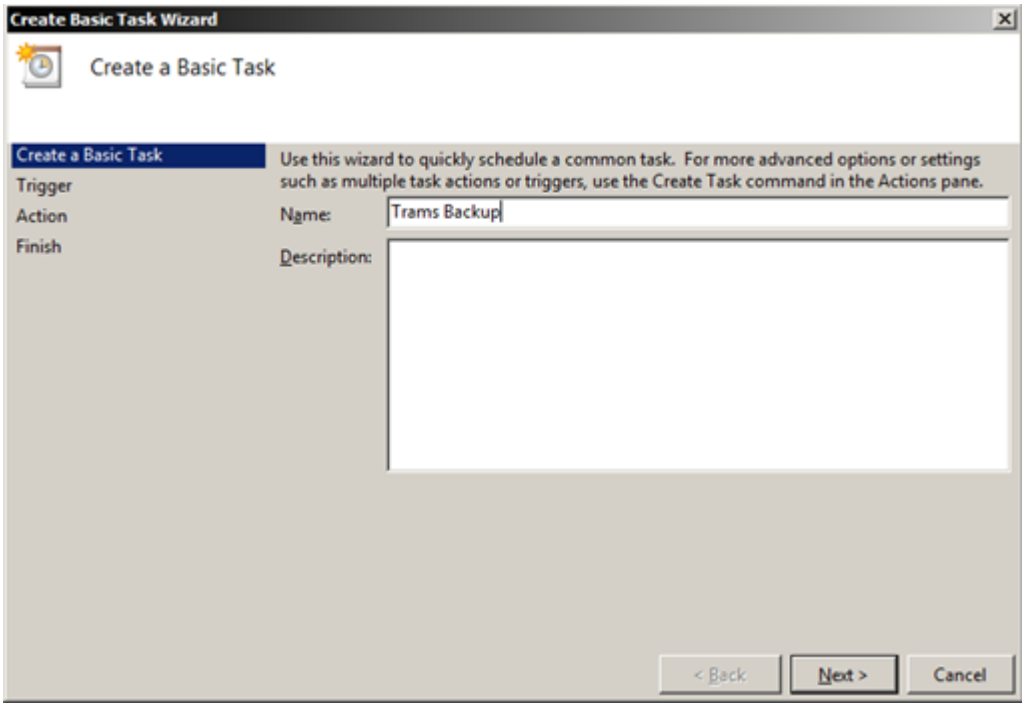
Click Start, Programs - Accessories - System Tools - Task Scheduler. Also you can click Start, and type "task" into the Start Menu Search box and Select Task Scheduler from the results, or open the Control Panel - Administrative Tools - Task Scheduler.

2. Select 'Create Basic Task' from the right hand pane and the 'Create Basic Task Wizard' will open.

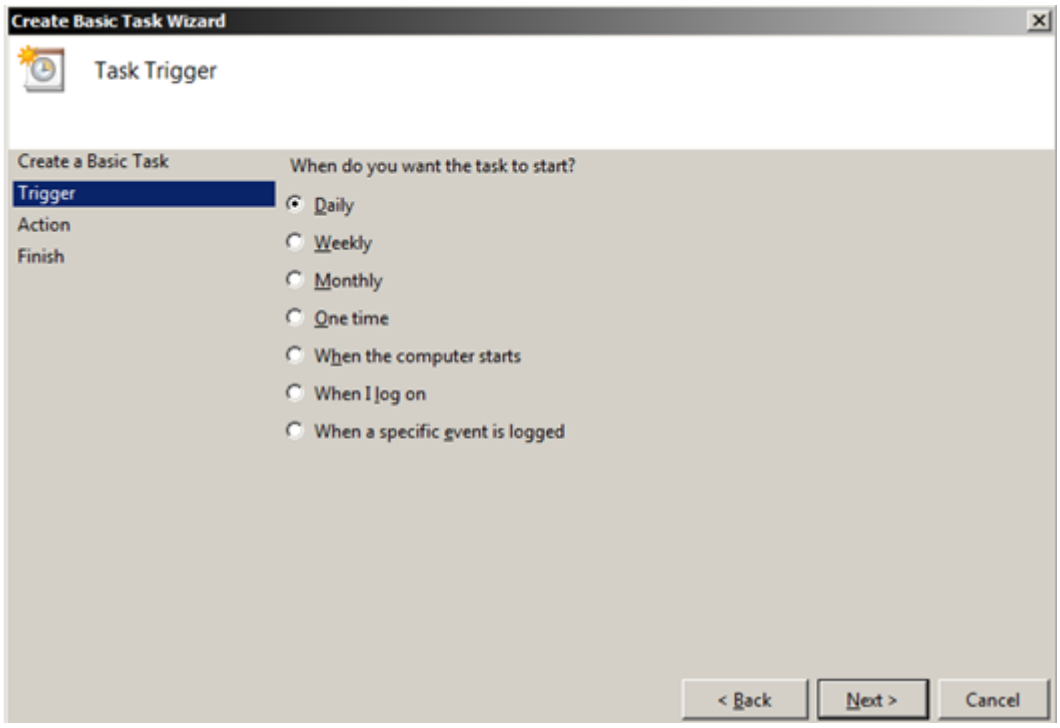

Task Scheduler
File Action View Help
Task Scheduler (Local)
Task Scheduler Library
Overview of Task Scheduler
You can use Task Scheduler to create and manage common tasks that your computer will carry out automatically at the times you specify. To begin, click a command in the Action menu.
Tasks are stored in folders in the Task Scheduler Library. To view or perform an operation on an individual task, select the task in
Task Status
Status of tasks that have started in the followin...
Last 24 hours
Summary: 70 total - 0 running, 70 succeeded, 0 stopped, 0 failed
Task Name
Run Result
Run Start
307 Autobackup (last run succe...
AitAgent (last run succeeded at...
ConfigNotification (last run suc...
Consolidator (last run succeede...
GoogleUpdateTaskUserS-1-5-2...
Active Tasks
Active tasks are tasks that are currently enabled and have not expired.
Last refreshed at 5/23/2013 1:09:36 PM
Refresh
Actions
Task Scheduler (Local)
Connect to Another Computer...
Create Basic Task...
Create Task...
Import Task...
Display All Running Tasks
Disable All Tasks History
AT Service Account Configuration
View
Refresh
Help

3. With the Wizard open, type a 'Name' (example TRAMS Backup) and 'Description' (optional) for this task.

Click Next.

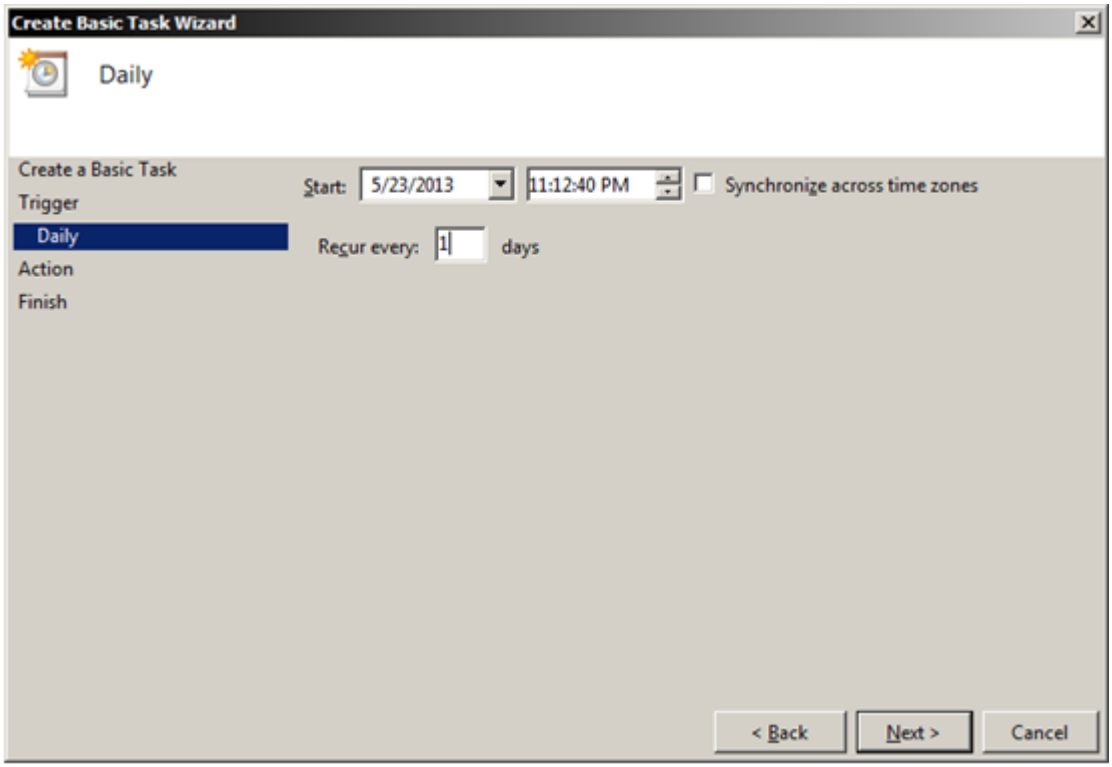

Create Basic Task Wizard
Create a Basic Task
Create a Basic Task
Trigger
Action
Finish
Use this wizard to quickly schedule a common task. For more advanced options or settings such as multiple task actions or triggers, use the Create Task command in the Actions pane.
Name:
Trams Backup
Description:
< Back
Next >
Cancel

4. Select when you would like the event/task to run. Daily would be the most common and logical choice as we recommend a backup be done every day. Click Next.

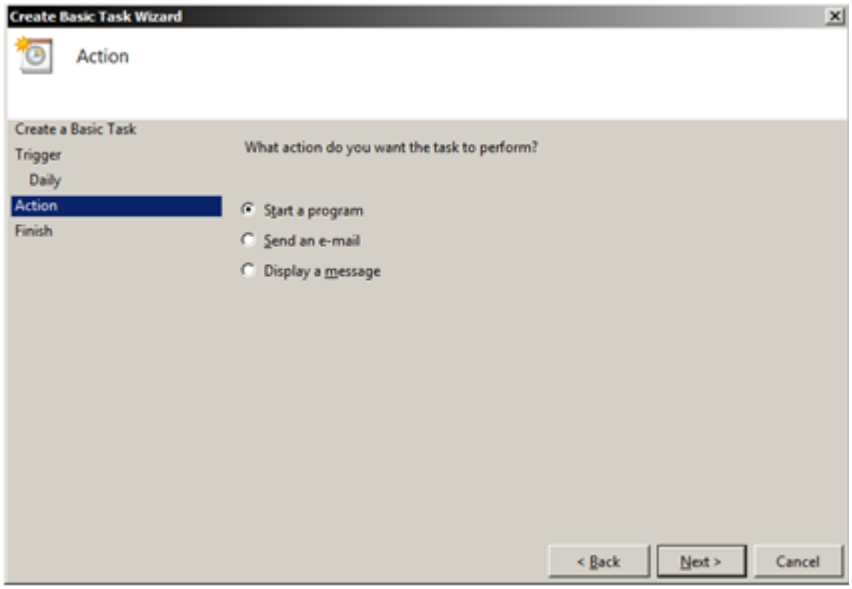


5. Select the exact time and date at which you wish the first task to start (each task afterward will run based on your selection in step 4) then click Next. Automated backups are generally run in the evening, rather than

during the work day. The computer must be on for the task to occur. Click Next.



6. Leave the action set to "Start a Program" and click Next.



**** Note, this next part is a little tricky, please try to follow the steps carefully.***

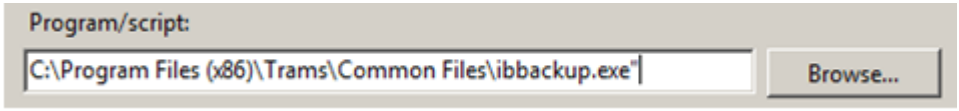
7. We copied the command line for the backup in the steps at the beginning of this document. Unfortunately, we need to split it up into the two boxes on this next screen and make a slight change to the Additional Arguments.

   a. First, right click in the Program/script box and select paste.

b. Press the End key on your keyboard.

c. Press the Backspace key to delete characters from the end of what you pasted, until you reach ibbackup.exe" and do not delete the quote mark.

d. What you should have left is this (or something very similar):



e. Alternatively, at this step, you could have clicked Browse… and found the ibbackup.exe program under the C drive, Program Files (x86)\Trams\Common Files.

8. Next, we need to get the correct portion of that command line into the "Add Arguments" box.

a. Right click in the "Add Arguments" box and select paste.

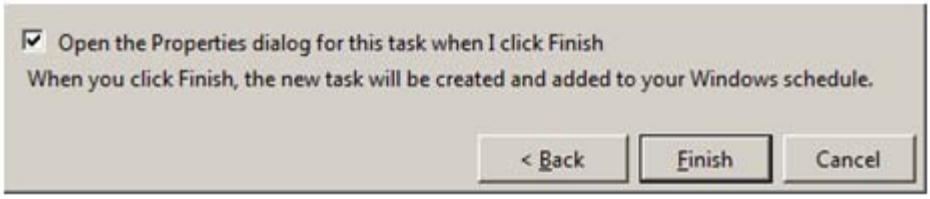
b. Press the Home key on your keyboard.

c. Press the Delete key (not Backspace) until you reach the first dash symbol, do not delete the dash. Next to the dash should be "UserName."

d. With the cursor still at the left side of the box, type "-auto" and a space. What you should see is this:

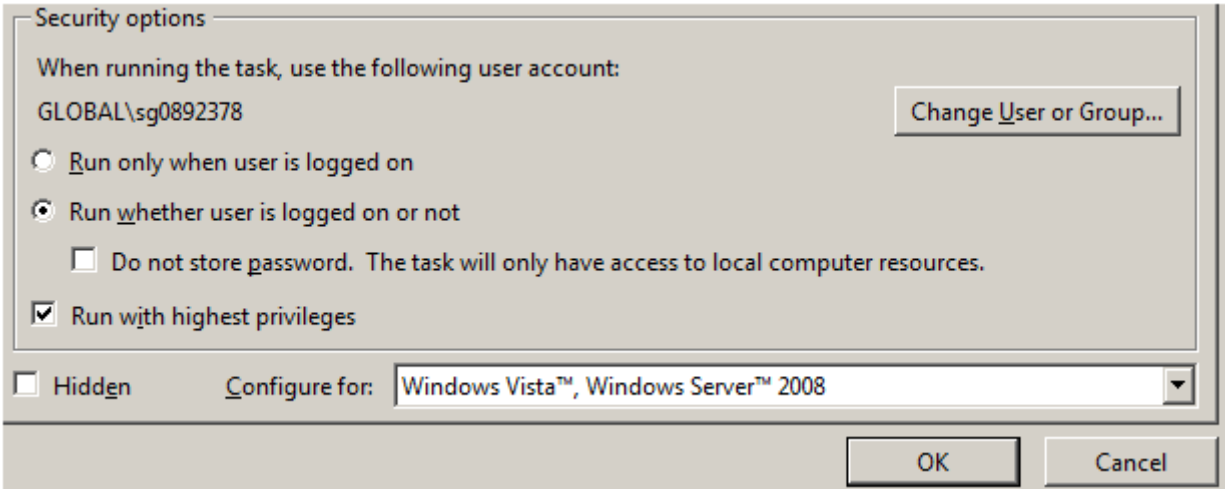
e.Click Next.

9. Check the box that says "Open the Properties dialog for this task when I click Finish." Click Finish.


Open the Properties dialog for this task when I click Finish
When you click Finish, the new task will be created and added to your Windows schedule.
< Back
Finish
Cancel

10. Check the box that says Run with Highest Privileges.

11. Under the Security options, you can have the task run if the Windows user that created the task is logged on, but it would be more common to set it to "Run whether user is logged on or not." If you set this option, when you click on Okay, it will prompt you to enter your Windows password for this user.


Security options
When running the task, use the following user account:
GLOBAL\sg0892378
Change User or Group...
Run only when user is logged on
Run whether user is logged on or not
Do not store password. The task will only have access to local computer resources.
Run with highest privileges
Hidden
Configure for:
Windows Vista™, Windows Server™ 2008
OK
Cancel

Additional Scheduled backup command line options for EUA enabled databases:

-USERNAME <username>

-PASSWORD <password>

-ALIAS <database alias,database alias,...>

-DBPATH <database path>

-AUTO

-RESTORE

-COMPRESS

-VALIDATE

-DBUSERNAME <database username>

-DBPASSWORD <database password>

-ENCPWD <encrypted password>

-ENCDBPWD <encrypted password>

-DUMPFULL

-DUMPINCREMENTAL

-PAGESIZE <4096, 8192, 16384>

-LOGFILEPATH <path for log file>

-EMAILSERVER <email server name>

-EMAILTOADDR <recipient's email address>

-EMAILNOTIFYALL

Backing Up Reports/Spool Directory/s

When backing up the TBO database, the Report Directory or the Spool Directory/s are NOT backed up. Make a separate backup for all TBO reports and the spool directory/s. The easiest way to do this is to use the following instructions:

1. Select **Start|Programs|Accessories|System Tools|Backup**.

2. Follow the Backup Wizard, and place a checkmark in the *Trams* Reports folder found where the *TRAMS* Reports where installed in the *Trams* program group.

3. Then, browse for the backup destination found on the bottom of the backup screen. (Some versions of Windows may have the backup destination on the next screen.)

4. Click on *Start Backup* to start backing up, or *Schedule Jobs*. (If selecting *Schedule Jobs*, backup files will be backed up as scheduled. Make sure that to backup to a CB-RW or a USB Drive, etc., and that the system time and data are correct when using this option.)

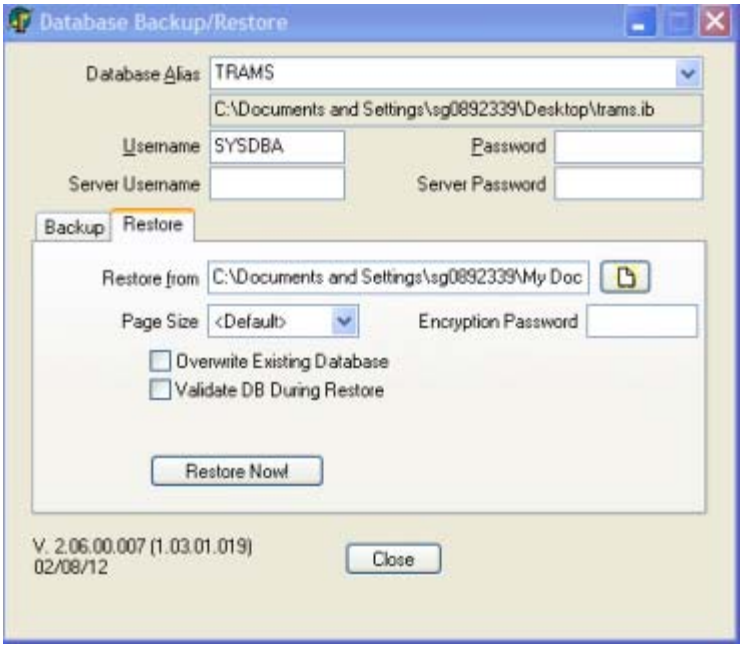
5. Repeat the process for the Spool Directory/s.

Restore

NEVER restore the Trams.ib until the backup has been restored some place else by following the procedures outlined below. The agency may be instructed by our support department to do a backup and then restore the database. This could be to re-index certain database tables or to troubleshoot some other

issue. In any event, following these steps will ensure the integrity of the database backup, and will alleviate the possibility of restoring over an existing database. These steps should work for any version of Interbase, **but not for doing an upgrade of Interbase**.

Close out of TBO (and *ClientBase*) to restore data.



Select the *Restore Tab*. The restore function recovers backup data saved on medium that used the *Trams* backup function. *Restore* replaces current data files with those on the backup medium. This restore program **restores both *Trams Back Office* and *ClientBase* Data. Since the two programs share a common database, restore cannot be done on one without affecting the other.**

1) Make sure everyone is out of *ClientBase*, *Trams Back Office* and any other applications connecting to the database.

2) If the database is a Sync database, please go to scheduled tasks in the Control Panel in Windows. If the task that controls synchronization is currently running, please wait for it to finish (refresh the screen). Once it is not running (status Ready), disable the task by double- clicking it and un-checking the box that says *Enabled* and then clicking *Apply/Okay*.

3) Perform a backup of the database.

4) Shut down the Interbase Guardian service. Go to **Control Panel|Administrative Tools|Services** and then highlighting Interbase Guardian and clicking *Stop Service*. This will automatically stop the Interbase Server service as well.

5) In Windows Explorer go where the Trams.ib is located and rename it from Trams.ib to Trams.ib.old.

6) Start the Interbase Guardian Service (as before, the Interbase Server service will be updated automatically).

7) Restore the backup that was done in Step 2. It should not prompt that it's overwriting an existing database. Go to **Start|Programs|Trams Back Office|Database Backup**. Click on the Restore tab.

Database Alias: *Database Alias* from the drop-down. This is the database which will be backed up.

Database Path: By default below the *Database Alias* is the path where the data currently resides. This was setup in the Alias Utility.

Username: By default the SYSDBA is the *Username.*

Password: Enter the password for the SYSDBA.

Server Username/Server Password: In preparation for Password Management enhancements in *ClientBase Windows* and *Trams Back Office*, there are new fields on the Backup Utility called Server Username and Server Password. These fields should be left blank when performing a backup or restore.

Restore From: Enter or search for the drive, medium, or directory to which the backup was performed and find the Trams.gbk.zip file.

Page Size: The Page Size option with choices <default>, 4K, 8K and 16K (for Interbase 2007 and higher) are for users who have Interbase 2007 installed. Restoring a database with a larger page size results in a performance increase in the database. Typically the time needed for the database to send data requested by the application has been decreased up to 10% (comparing 4kb to 16 kb page size).

Encrypt Password: Type the password used when backing up and encrypting the database. When restoring a compressed backup that is password-protected, if the user specifies an invalid password, then the restore will fail. **Note:** When restoring a compressed backup that is password-protected, if the user specifies an invalid password, then the restore will fail. ***If the encryption password is lost, there is currently no method for recovering the password and the encrypted backup cannot be restored.***

Validate DB prior To Backup/Restore: The validate option works with both backup and restore steps. Validating on restore is a bit slower, but it ensures that the database is valid. Validating on the backup is much slower than a normal backup and the validation does not fix issues. A database that is restored and fails validation will have the db fail flag set. Users cannot log in until the restore is complete, regardless of whether validation is done.**Overwrite Existing Database:** Check here to overwrite the existing database.

8) Once verifying that the restore completed successfully, have everyone go back into TBO and/or ClientBase. (Leave the renamed database and the backup in place until everyone is satisfied that the system is working correctly).

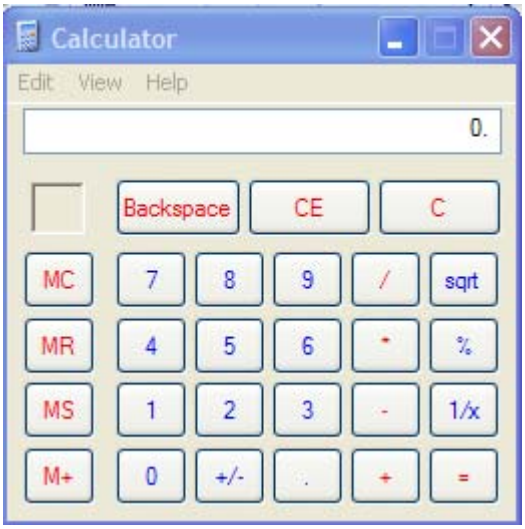
9) If the Sync scheduled task was disabled in Step 2, go back into the sync task's properties and enable it.

If there are any questions about these steps or there is any difficulty in following them, don't hesitate to contact our support department.

Calculator

Access the calculator from this menu. Many of our customers find it convenient to access the calculator when they sign into *Trams Back Office* each day. By minimizing and sending it to the tool bar, there is quick

access to the calculator.



Use the keyboard's number pad to calculate numbers and do a <Ctrl C> to copy the figure from the calculator's display screen. When in *Trams Back Office*, put the cursor in the field where the figure will go, and press <Ctrl V> (or right mouse click and select paste) to paste the amount.

Purge

Purge automatically deletes/voids files in the system that may no longer be of use.

PNR History

On each interfaced invoice, *Trams Back Office* keeps a "receipt" showing the interface formats used to create that invoice. Over time, these files can build up and take up needed disk space, not only on the computer hard drive, but on the back-up medium as well. Located under **Utilities|Purge|PNR History**, Purge deletes PNR History. PNR History is the information displayed when selecting the "Rec Loc" button at the top of each invoice. If choosing to purge PNR history, only purge through the last closed and balanced month. If not keeping a general ledger in *Trams Back Office*, only purge through the last closed and reconciled ARC period.

Once the purge has completed, a backup restore routine must be performed to complete the routine. Steps below outline how to restore to a new alias (not over the current production database) as a precautionary

To Purge Data:

1. Create a backup file and store it.

2. Go to **Utilities|Purge|PNR History**. Enter the date to include in the purge. All interfaced PNR History residing under the "Rec Loc" button prior to the date entered will be purged. For example, if entering a purge through date of 01/01/12, all interfaced PNR history from the beginning of the time the agency has been using *Trams Back Office* through 01/01/12 is purged.

3. If the agency is using the *ClientBase* Synchronization Routine, it is important to disable the Sync Scheduled Task prior to running the second back up routine in step 3.

3. Create a new backup file (after the purge is complete). Because one should **never** restore a backup over an existing database, a new alias path must be created to restore the backup file to.

4. Launch the Alias Utility by going to **Start|Programs|Trams Back Office|Alias Utility**.

5. Highlight the existing *Trams* Alias and click modify.

6. Change the Alias Name to Old *Trams*.

7. Highlight the Alias Path and copy the path (Ctrl C) and close the window for that alias.

8. Create a new alias path while still in the Alias Utility, and click *Add.* Type in a new Alias Name (suggest *Trams*). In the path field, paste the alias path copied in step 7 (Ctrl V).

9. Using the *Trams* Backup/Restore Utility, restore the backup file created in step 3 to the new alias path.

10. Rename the old database. Go to My Computer C:\Program files\Trams\database and rename the old database (.gdb or .ib) to Trams.old.

11. In the Alias Utility, delete the alias path that points to the old database (with the PNR History un-purged.

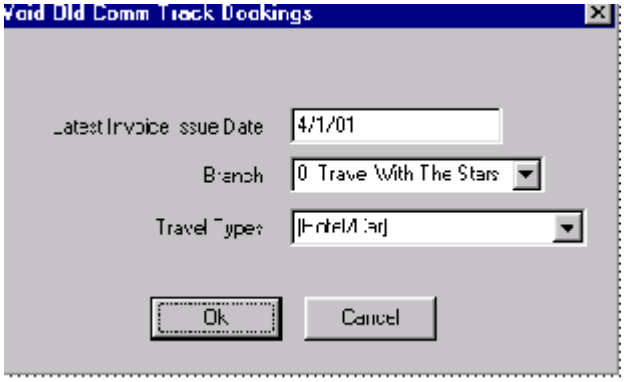
12. Enable the Sync Scheduled Task.

Once history is purged, it is gone. There is no way to recover this data. **Prior to purging history, always be sure to do a backup.** Keep this backup in a safe place, so if there is a need to retrieve any of the purged history, restore the backup.

Globally Void Open Comm Track Bookings

Located under **Utilities|Purge|Open Comm Track Bookings** is a feature to globally void Open Commission Track Bookings by Latest Invoice Issue Date, Branch, and Travel Type. These bookings can build up and remain open until they are voided. If sending out Vendor Statements each month, this feature enables the agency to send out more accurate statements.

To Globally Void Open Comm Track Bookings: Go to **Utilities|Purge|Open Comm Track Bookings**.



Enter the Latest Invoice Issue Date, Branch and Travel Type/s of the Commission Track bookings to void.

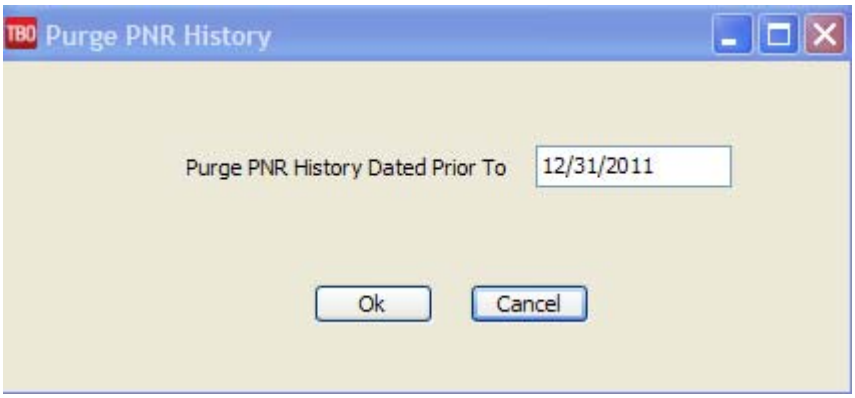
Once these bookings have been voided, it is possible to unvoid them. Locate the invoice which contains the commission track booking using the Invoice Query feature. Select the commission track booking, and click on “Void.” This will unvoid the voided commission track booking.

Note: Always be sure to do a backup before globally modifying invoices.

Purge Credit Card Data

A PCI related credit card purge function is located under **Utilities|Purge**. When the *As Of* date is entered, any credit card payments up to the date entered can be changed to the masked format.

Purge Change History



Purge Change History purges changelog history using a *prior to* date parameter. Purging changelog history helps maintain database size to streamline backup and restore times. After the purge routine is completed, a backup and restore is required to shrink the database size. **We strongly recommend that a backup is performed and archived prior to the purge routine as well.**

To Purge Change History Data:

1. Create a backup file and store it.

2. Go to **Utilities|Purge|Change History**. Enter the date range to include in the purge.

3. If the agency is using the ClientBase Synchronization Routine, it is important to disable the Sync Scheduled Task prior to running the second back up routine in step 3.

4. Create a new backup file (after the purge is complete). Because one should **never** restore a backup over an existing database, a new alias path must be created to restore the backup file to.

5. Launch the Alias Utility by going to **Start|Programs|Trams Back Office|Alias Utility**.

6. Highlight the existing *Trams* Alias and click modify.

7. Change the Alias Name to Old *Trams*.

8. Highlight the Alias Path and copy the path (Ctrl C) and close the window for that alias.

9. Create a new alias path while still in the Alias Utility, and click *Add.* Type in a new Alias Name (suggest *Trams*). In the path field, paste the alias path copied in step 7 (Ctrl V).

10. Using the *Trams* Backup/Restore Utility, restore the backup file created in step 3 to the new alias path.

11. Rename the old database. Go to My Computer C:\Program files\Trams\database and rename the old database (.gdb or .ib) to *Trams*.old.

12. In the Alias Utility, delete the alias path that points to the old database (with the Change History un-purged).

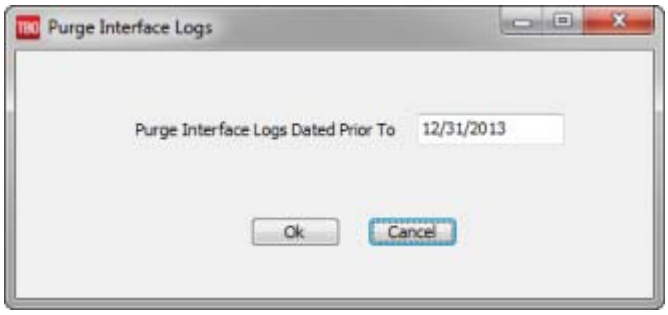
13. Enable the Sync Scheduled Task.

Once history is purged, it is gone. There is no way to recover this data. Prior to purging history, always be sure to do a backup. Keep this backup in a safe place, should the need arise to retrieve any of the purged history, it can be restored from the backup.

Important Note: Once change history is purged, when clicking on the history buttons throughout the application the User ID, Date/Time stamp, Action, Field, Old Value, New Value information can no longer be viewed for transactions preceding the *prior to* date entered.

Purge Interface Logs

To purge the agency's interface logs which are downloading and processing logs, perform a backup. After this purge is completed, you'll be restoring the backup to decrease the size of the database. Go to **Utilities|Purge|Purge Interface Logs** and enter a date you want the files to be purged. Restore the database.



Reopen Period, Purge Posted Journal Entries, Purge Payments/Payables, Purge Invoices

Located under **Utilities|Purge**, there is a required order that must be followed in order to ultimately purge invoices. All purge routines require a date. An attempt to purge data prior to that date will be made, there are rules where some data may not be purged, details reside each step.

1. Reopen periods.

   -- This routine reformats the end of period and year end postings so they become like a standard journal entry in preparation for step 2.

2. Purge Journal Entries.

   -- This routine will purge any posted journal entries (including the end of period and year end entries created in step 1 prior to the date designated).

3. Purge Payments/Payables. In order to purge a payment the following rules apply:

   -- Only payables that are not linked to a journal entry and have a status of paid will be purged.

   -- Payments with a blank date cleared field will not be purged.

   -- Once payments are 'purged' the status changes to 'closed' and they no longer have a payment number and will be completely purged with step 4.

4. Purge Invoices. In order to purge an invoice the following rules apply:

   -- The Invoice Status cannot be Open.

   -- The Partial Payment Amount must equal zero.

   -- Invoice and bookings must not reference any payments (See step 3).

   -- No bookings can have a client or vendor status of Open.

   -- Bookings must not reference a Rescard Reservation.

   -- Agent Bookings must not reference a payment.

5. Note: Profiles are not purged

Some points to consider before purging:

* Once data has been purged, reports cannot be run in the purged period.

* * The actual purging of the data may not affect the size of the backup, or the actual size of the database.

Steps for Purging

1) Backup the Trams database and store this backup in for archiving purposes.

2) Test the backup before starting the purge (see section, Procedure for Testing the Integrity of Daily Backup in this chapter).

3) Run and print all General Ledger reports in detail before the purge.

4) Determine the Purge Date. Keep at least two years of data. The date is based on the End of Period date. To purge all data prior to 01/01/2012, the Purge Date is 12/31/2011. All journal entries prior to the purge date must be posted before purging.

Important NOTE: Use the same date for the next 5 steps.

5) Follow the Purging process in sequence starting with Reopen Period. The period to reopen is based on the End of Period and Year End posting dates.

6) Purge the Posted Journal Entries.

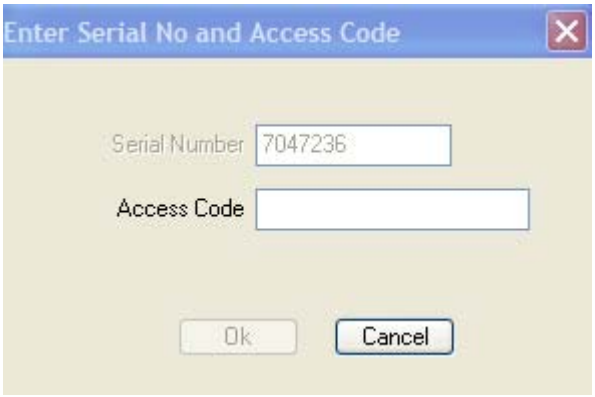
7) Purge the Payments/Payables.

8) Purge the Invoices.

9) Before doing any work in the new database, compare the agency's printed reports to the reports in the current database for accuracy.

Enter Access Code

Approximately three weeks before the TBO access code is about to expire, a message will be displayed that the access code is about to expire when logging into TBO. By calling *Trams* Marketing at 310-641-8726, emailing marketing@Trams.com, obtain the new access code for the existing serial number to enter in this area:



Special Note: When a user's access to TBO expires, by signing into TBO, have access only the reports under the Reports Menu. There is also access to **Utilities|User Access Code**. Users should export profiles and other data prior to license expiration. Reports can be mailmerged, printed or exported in a number of formats.

4

Importing Profiles From Other Sources

This section details the importing of Client, Vendor, Agent and Other profiles from other software programs using ASCII (.txt) files. The routine of importing either appends one database of profile information to an existing database (or an empty one) without checking for duplicates, or updates existing profiles if certain parameters are setup.

Importing Customer Profiles via ASCII (.txt) Files

Agencies may use many different software programs to maintain customer data such as names, addresses, phone numbers and marketing information. Ideally, most agencies implementing *Trams Back Office* build their database using the interface process, but they may prefer to electronically "import" customer information to the *Trams Back Office*/*ClientBase* profiles rather than manually entering it. Later, when the *Trams* database is up and running, agencies may want to import other miscellaneous electronic files as well, such as a purchased mailing list. Although *Trams* can't anticipate every possible program used, if your agency has a database of customer information in a program that can put that information into an ASCII (American Standard Code for Information Interchange) file (.txt), chances are an electronic "import" is possible…and easy!

ASCII Delimited Text Files

Regardless of the specific program used to maintain your database, if the program can create an ASCII-comma or tab delimited file (and most programs currently can using **File|Save As** or **File|Export**), that file can be imported using the *Trams* Import/Update Utility. An ASCII format uses a standardized coding scheme enabling different computer programs to exchange information.

Each record in the file includes information such as Name, Address 1, Address 2, City, etc. To recognize when one field ends and another field begins, a *delimiter* is used, separating each field. This delimiter is a character and the most commonly used are a **tab** or a **comma**.

If your existing database program can create an ASCII file, create your file and save it to a floppy disk or to a drive accessible to a workstation that can run *Trams Back Office/ClientBase*. (The file must be created **prior** to running the Trams Import program.) Find instructions on creating the file from the vendor supporting that software program.

Using the *Trams* Import/Update Utility

The Trams Import/Update Utility is a separate program that is run from outside of *Trams Back Office* or *ClientBase*. To access this utility, go to **Start|Programs|*Trams Back Office (or Trams)*|*Trams* Profile Import** and make sure you have a current backup of the database before starting the import. Access the program from your *Trams* program group or by going to **Start|Run** and browsing *Trams*\common files\profimp.exe file. Upon running, an import wizard appears.

The wizard guides you though importing different classifications of profile data: address, communication, marketing and traveler. The basic steps to running the import are:

Step 1: Preparing your Database

Step 2: Connect to your Database

Step 3: Select Import File

Step 4: Import Data to Miscellaneous Profile Fields (in TBO *Notes* or *Additional Notes)*

Step 5: Import Data to Communications Fields

Step 6: Import Data to Address Fields

Step 7: Import Data to Marketing Fields (for ClientBase)

Step 8: Import Data to Travelers (formerly Passenger) Fields

Step 9: Import Data to Profile Groups

Step 10: Import Data to Special Dates (for ClientBase)

Step 11: Import Data to Profile Remarks (for ClientBase)

Step 12: View Profile Import/Update Summary Screen

Before giving details on each step, let's review some basic concepts used through the Import Utility screens.

Updating Existing Profiles vs. Appending to Database

There are two methods of importing data - update or append. Update means you want to replace data that is currently in your database with new data. An example is John Jones is currently in the *Trams* database. He visits your website and updates his address, letting you know he moved. You import profiles from your website every week into *Trams*. Since the profile already exists in the *Trams* database, you want the import routine to find this profile and change the address instead of creating a new profile which would be a duplicate. If the entire import was updates, then the number of profiles would not increase.

Important Note: *As you map the fields from the import file to the fields in Trams Back Office/ClientBase, it is important to remember that any fields that are being mapped to in the database will be replaced by the value of the field in the import file, even if it is empty.*

Using the append method means you are adding profiles to the database and the number of profiles in the system increase after the import is complete. An example of this is if you purchase a mailing list and want to load all the profiles into *ClientBase* so you can monitor responses and follow up on these profiles.

Three Ways to Import Data

Notice three buttons listed on many of the screens in the Import Utility that are used to describe how that

data should be imported.

Map	Mapping is used when a data field exists and is populated in the file while importing. You want to bring the data in “as is” to a field in the database. Select the name of the field that exists in the source file, and indicate in the import wizard into which field you want the data to show in *ClientBase/Trams Back Office*.
Constant	Use this feature when using same value for every profile being imported. Going back to the mail list example, you are importing data exclusively for Leisure profiles. Set the Profile Type field as a constant with a value of Leisure. Now all the profiles imported from the mail list show as Leisure profiles In *ClientBase/Trams Back Office*.
Rule	Creating a rule to import fields allows you to apply some logic to the field being imported. Create rules that if the data meets certain criteria, then map to a certain field in the database, or set a constant for the field. Let’s say the mail list you have purchased has a field name type and the value in the data source is either Home or Business. You want to make the profiles that are marked "business" as *Corporate* profiles in your database. You create a rule that says if type is equal to “business” then set the Profile type field to *Corporate* when importing the profile into the database. Another rule would be set where if the type is equal to “home” then the set the profile type to Leisure when importing.

Saving and Loading Mappings

If you plan to import profiles on a continual basis using a consistent source file structure, map settings at the end of the import wizard. Also, if you start the mappings, but don’t have time to finish, use *Save Mappings* to save what you’ve done so far. The next time you import a file, load the map which uses the same settings from the saved import. Now you do not have to go through the wizard field by field. Only use this feature when the files you are importing use the same files structure and fields in the same order.

Viewing the Data File

Once you have connected the import wizard with the source file to be imported, the wizard allows you to view the data. Click *View* any time to refresh your memory about the fields or data listed in the source file.

ClientBase and *Trams Back Office* Field Legends

A legend is included on the screens of the import wizard to help you figure out where the data you map is used. Each *ClientBase* field is color-coded so that you know which fields are T*rams Back Office* Only fields (lavender); *ClientBase* only fields (royal blue); or shared TBO & *ClientBase* fields (black).

Step-by-Step Instructions to Importing

Step 1: Preparing Your Database

When you use the import utility, you make permanent and automatic changes and therefore, we suggest you make a good backup of the database before using this feature. In doing so, you are covered in case something is changed unintentionally. By backing up, you have the option to restore back your original database.

Or, you may decide to setup a "test" Alias to test the import on a copy of your database before you import it live. (This procedure serves another purpose as well as it checks the integrity of the latest backup.) Here are steps to accomplish this:

1. Go to **Start|Programs|*Trams Back Office*|Alias Utility**.

2 Create an alias named *Test* and type: C:\Program Files*Trams*\Database\test.ib (or use the same path as your current *Trams* database). Do not click *Test* as this database does not exist until you restore your backup to it.

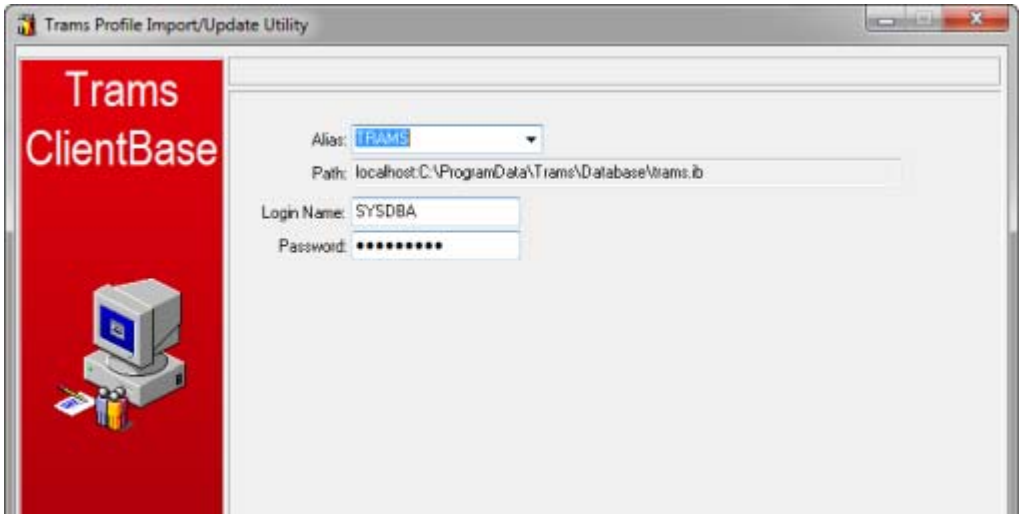
3. Restore the last backup to the *Test* Alias (it creates the new test.ib [older versions.gdb] when it does this). **IMPORTANT:** If you get any error message and cannot complete restore, call or e-mail support for help.

4. Log into *Trams* Back Office or *ClientBase* as this Alias, *Test*, and make sure all was restored correctly.

5. If you can look at the details of one profile, the copy of your database is viable and you are ready to do a test import into this database copy.

Step 2: Connect to Your Database

The first screen in the *Trams* Profile import wizard requires the following information:



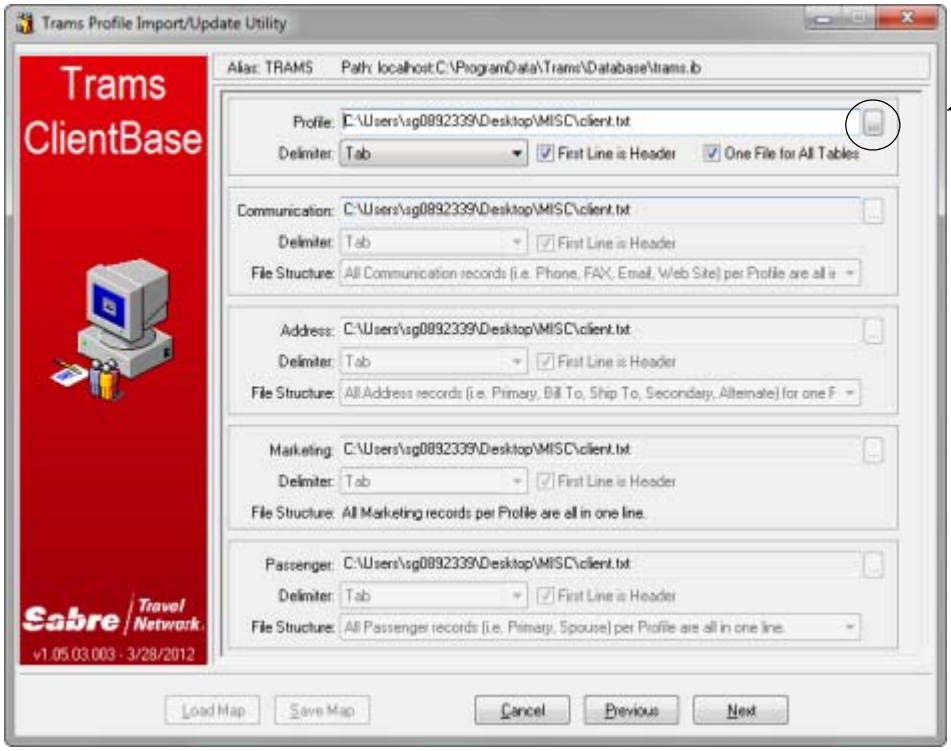
Alias: From the drop-down menu, choose the Alias used when logging into *Trams Back Office or ClientBase*.

Path: The Alias selected above sets the path to the Trams database.

Login Name/Password: Indicate the *Login In Name* and *Password*.

Click *Next* to continue.

Step 3: Select Import File


Trams Profile Import/Update Utility
Trams ClientBase
Alias: TRAMS Path: localhost:C:\ProgramData\Trams\Database\trams.ib
Profile: C:\Users\sg0892339\Desktop\MISC\client.txt
Delimiter: Tab
First Line is Header
One File for All Tables
Communication: C:\Users\sg0892339\Desktop\MISC\client.txt
Delimiter: Tab
First Line is Header
File Structure: All Communication records (i.e. Phone, FAX, Email, Web Site) per Profile are all i
Address: C:\Users\sg0892339\Desktop\MISC\client.txt
Delimiter: Tab
First Line is Header
File Structure: All Address records (i.e. Primary, Bill To, Ship To, Secondary, Alternate) for one F
Marketing: C:\Users\sg0892339\Desktop\MISC\client.txt
Delimiter: Tab
First Line is Header
File Structure: All Marketing records per Profile are all in one line.
Passenger: C:\Users\sg0892339\Desktop\MISC\client.txt
Delimiter: Tab
First Line is Header
File Structure: All Passenger records (i.e. Primary, Spouse) per Profile are all in one line.
Sabre Travel Network
v1.05.03.003 - 3/28/2012
Load Map
Save Map
Cancel
Previous
Next

Click here to select the location of the file to import into *TBO or ClientBase*.

The delimiter by default is set to *Tab.* Change this to *Comma* from drop-down.

From this screen, select the file that has the profile information to import.

Profile: Click the three dots to select the location on your computer or network of the .txt file to import.

Delimiter**:** The default is set to *Tab.* From the drop-down menu, indicate whether the file to import is comma delimited.

First Line is Header**:** If the first line is a table header, check in this box to read the headers for the file.

One File for All Tables**:** If this box is checked, all of the data you are importing is in one file. The file updates not only the profile table, but also the communication, address, marketing and traveler tables as well. If this box is not checked, it opens up the ability to import multiple files, each a unique .txt file for each table - profile, communication, address, marketing, and traveler. This setup would be used when the source files are generated from a relational database which has separate tables in a program such as *Access, dBase, or Paradox.* Notice that as the checkmark is removed, the communication, address, marketing and traveler areas become active. For each selected .txt file for any table, specify a *Delimiter* from the drop-down menu (either tab or comma); check the box *First Line is Header* to create a header for the file; and select a File Structure.

File Structure: From the drop-down menu, designate if the .txt file that is being imported contains:

Multiple lines per Profile - This would be when the profile is listed in several rows with different information attached on each row. For example:

1030 John

1030 Smith

1030 123 Main St.

1030 Los Angeles

1030 CA

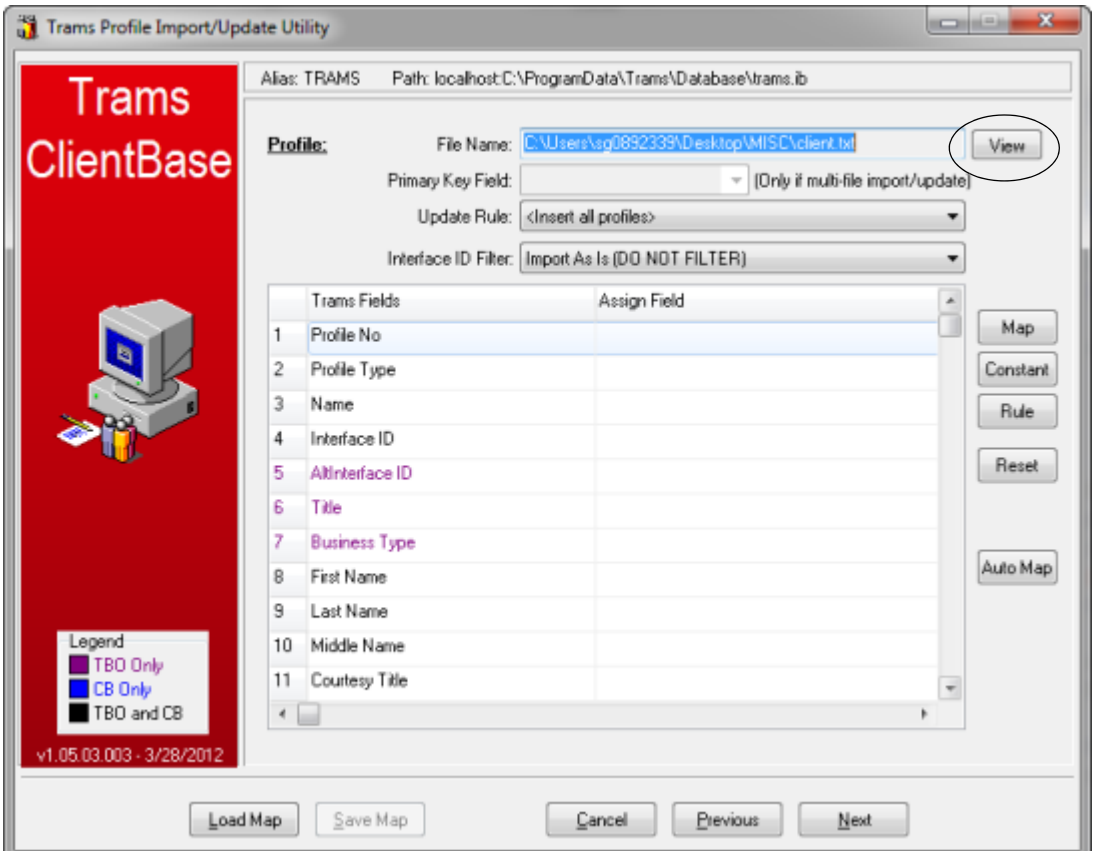
1030 90045

Where 1030 is the profile number or identifier.

All records in one line - This would be a file where for each profile, the specifics are in columns, or separated by comma which span a single line. For example: 1030,John,Smith,123 Main St.,Los Angeles,CA,90045.

Step 4: Importing Data for Miscellaneous Profile Fields

Once the file(s) you want to import is selected, click *Next* to get to the third screen in the import wizard, Profile Fields. By clicking *View,* preview the file to import. Review the profile data to import for accuracy.



This is a very powerful part of the file import wizard. This area has the capability of stamping all records in the file with an indicated value so that they all appear with that value in *Trams* Back Office/*ClientBase*. Map a desired value using fields from the imported text file, assign a constant, or create rules to assign the desired value. The only **required field** in this area, is the Profile Type.

Load Map: Click *Load Map* to retrieve a previously saved mapping session so as not to setup everything all over again. What a time saver!

Primary Key Field: For those users who are bringing in multi-data import files, indicate the primary key field. This is the field that is common to both files that creates a link and tells our utility how to match the data for one profile.

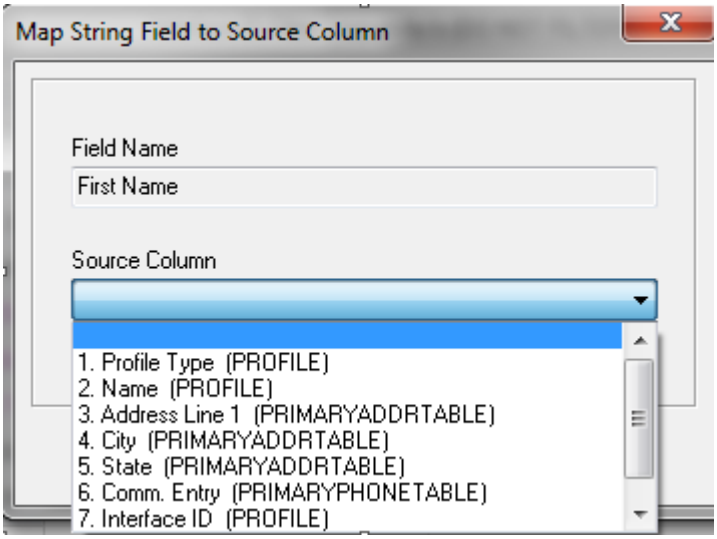
Update Rules: This determines whether the information you are importing is appended to the database or updating existing data. Select *Insert All Profiles* to bring new profiles. Select *Update If InterfaceID Matches* to update existing profiles in *Trams* Back Office/*ClientBase* when data being imported has an Interface ID that matches an existing profile in *Trams* database. Be sure to map all fields that you want updated and a field must be mapped to the Interface ID.

Select *Update If ProfileNO Matches* to update existing profiles when data being imported has an Profile Number that matches an existing Profile Number in *Trams* database. The **only time** to select the *Update if ProfileNO Matches* option is if you are importing back into *Trams* database a .txt file that previously had been exported from *Trams* database.

Interface ID Filter: From the drop-down menu, select *Import as is (DO NOT FILTER)* which brings over all special characters such as dashes, parentheses, etc.*;* or *Only Grab Alpha-Numeric Characters* which strips all special characters from Interface ID. by dropping dashes, brackets, etc.

Important Note: *As you are mapping the fields from the import file to the fields, it is important to remember that any fields that are being mapped to in Trams Back Office/ClientBase will be replaced by the value of the field in the import file, even if it is empty.*

Map: By clicking *Map*, link a selected *Trams Back Office/ClientBase* field with a Source Column from the text file you are importing. Field name represents the name of the field in *Trams database*. Source Column



is the name of the data (or header) of the data being imported.

Fields which can be mapped include: Profile No, Profile Type, Name, Interface ID, **AltInterface ID, Title, Business Type**, First Name, Last Name, MI, Courtesy Title, Modified By, Modified Date, Creation Date, Preferred, **Notes, Add'l Notes, Other, Statement Remarks**, Active, **Travel Pref**, Salutation, Primary Agent, Vendor ID, Referred By, Branch, Create By, Web ID, Web Password, and More Fields. (**Please note:** Bolded field names are available only in *Trams Back Office*, not *ClientBase*.)

Constant: By clicking *Constant* after choosing a field from *Trams Back Office/ClientBase*, pick a value from a drop-down menu (if available); or type in a value to use for the selected field. For Profile Type below, the default *Trams Back Office/ClientBase* values are shown.

Reminder: If you have selected the *Update If InterfaceID Matches* above, be sure to map all fields that you want updated. If using a phone number as the profile Interface ID, map it at this time.

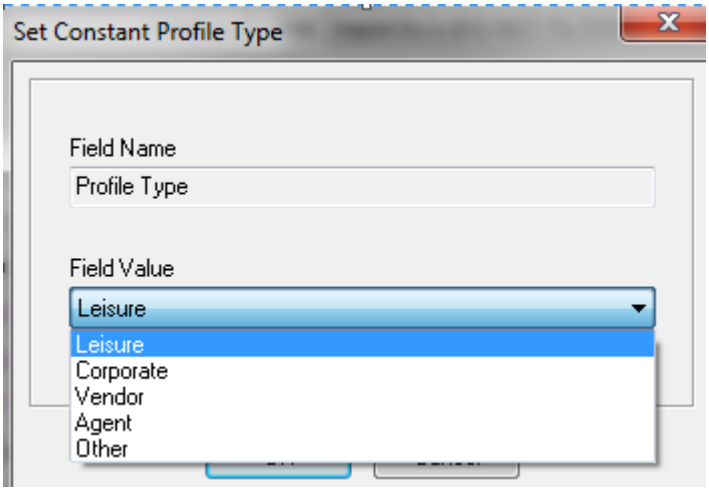
Rule: By clicking *Rule*, setup a conditional "if...then" statement/s for the file being imported.

Example: You have included in your import file a header called, *Profile Type*. For each profile type marked with an "A" in your import file, you want it to come into *Trams database* as an Agent profile. For each profile type marked with a "C", you want it to come into *Trams database* as a Corporate profile, and so on. By setting up a *Rule* for each of these conditions, each record in the import file comes in correctly as the appropriate Profile Type.

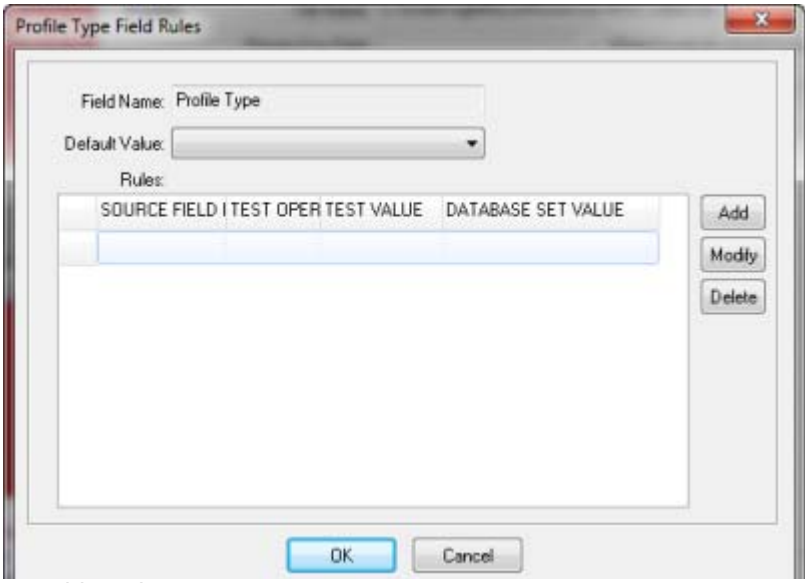
Field Name: This field is hard-coded and is displaying the selected *Trams Back Office/ClientBase* field on which the rule is being written.

Default Value: Choose a value from a drop-down menu if this option is available. Otherwise, type in a value

to use by choosing *Constant,* or *Map* a value from the import file for the selected field. This value is used if the data does not meet the condition you set up in the rule.



Add/Modify/Delete: To add a rule, click *Add*; to modify a rule, click *Modify*; to delete a rule, click *Delete*.



To add a rule:

If Source Field: The drop-down menu lists each column in the import file for selection. Choose the Source Field. Using our example, select Profile Type.

Source Operation: Choose the Source Operation, =, "equals," or <>, "not equal" from the drop-down menu. Using our example, use =.

Source Test Value: Type a value from the file you are importing. In our example, we would insert an "A" (for Agent) and add a new rule for "C" (for Corporate), etc.

Then set Database Field to: From the drop-down menu, choose what value to use in this field if the source test value is met. If no drop-down menu is available, type out the value precisely as you want it in *ClientBase*.

Reset: To clear all settings, click *Reset*.

Automap: If the column header labels are exactly the same as the fields in *Trams Back Office/ClientBase* (this would happen if you previously exported out of *Trams* and now are importing), click *Automap* to have

the import utility map all the fields for you.

Step 5: Importing Data to Communication Fields

Click *Next* to get to the next screen in the import wizard, Communication Fields. Like the previous screen, this area has the capability of stamping all records in the file with an indicated value so that they all appear with that value in *Trams Back Office/ClientBase*. By clicking *View*, preview the file to import. Review the communication data to import for accuracy.

The only **required fields** in this area, are the *Default Country Code* and *Default Area Code*. For the United States and Canada, the country code is 1.

Map: By clicking *Map*, link a selected *Trams Back Office/ClientBase* field with a Source Column from the text file being imported.

Field name represents the name of the field in *Trams database*. Source Column is the name of the data (or header) of the data being imported. Fields to map include: *Phone Number 1, Phone Description 1, Fax Number 1, Fax Description 1, E-mail Address 1, E-mail Description 1, E-mail Permit Marketing 1, Web site 1, Web site Description 1, Phone Number 2, Phone Description 2, Fax Number 2, Fax Description 2, E-mail Address 2, E-mail Description 2, E-mail Permit Marketing 2, Web site 2, Web site Description 2, Phone Number 3, Phone Description 3, Fax Number 3, Fax Description 3, E-mail Address 3, E-mail Description 3, E-mail Permit Marketing 3, Web site 3, Web site Description 3.*

Constant: By clicking *Constant* after choosing a field from *Trams Back Office/ClientBase*, pick a value from a drop-down menu (if available); or type in a value to use for the selected field.

Rule: By clicking *Rule*, setup a conditional “if...then” statement/s for the file being imported.

Field Name: This field is hard-coded and is displaying the selected *Trams Back Office/ClientBase* field on which the rule is being written.

Default Value: Choose a value from a drop-down menu if this option is available. Otherwise, type in a value to use by choosing *Constant,* or *Map* a value from the import file for the selected field. This value is used if the data does not meet the condition set up in the rule.

Add/Modify/Delete: To add a rule, click *Add*; to modify a rule, click *Modify*; to delete a rule, click *Delete*.

If Source Field: The drop-down menu lists each column in the import file for selection. Choose the Source Field.

Source Operation: Choose the Source Operation, = (equals), <>, (not equal), LEN= (Length equals), LEN< (Length is less than), LEN> (Length is greater than), LEN<> (Length does not equal) from the drop-down menu.

Source Test Value: Type a value from the file you are importing.

Then Set Database Field to: Type value you want to use if the source test value is met. If no drop-down menu is available, type out the value precisely as you want it in *Trams Back Office/ClientBase*.

Reset: To clear all settings, click *Reset*.

Step 6: Importing Data to Address Fields

Click *Next* to get to the next screen in the import wizard, address fields. Like the previous screens, this area has the capability of stamping all records in the file with an indicated value so that they all appear with that value in *Trams Back Office/ClientBase*. By clicking *View* preview the file to import. Review the address data for accuracy.

Map: By clicking *Map*, link a selected *Trams Back Office/ClientBase* field with a Source Column from the text file being imported.

Field name represents the name of the field in *Trams Back Office/ClientBase*. Source Column is the name of the data (or header) of the data being imported. Fields to map include: *Primary Address Line 1, Primary Address Line 2, Primary Apt/Suite, Primary City, Primary State, Primary Zip, Primary Country, Primary Description, Secondary Address Line 1, Secondary Address Line 2, Secondary Apt/Suite, Secondary City, Secondary State, Secondary Zip, Secondary Country, Secondary Description, Alternate Address Line 1, Alternate Address Line 2, Alternate Apt/Suite, Alternate City, Alternate State, Alternate Zip, Alternate Country, Alternate Description.*

THESE FIELDS DO NOT PRESENTLY MAP: Bill To Address Line 1, Bill To Address Line 2, Bill To Apt/Suite, Bill To City, Primary State, Bill To Zip, Bill To Country, Bill To Description, Ship To Address Line 1, Ship To Address Line 2, Ship To Apt/Suite, Ship To City, Ship To State, Ship To Zip, Ship To Country, Ship To Description.

Constant: By clicking *Constant* after choosing a field from *Trams Back Office/ClientBase*, pick a value from a drop-down menu (if available); or type in a value to use for the selected field.

Rule: By clicking *Rule*, setup a conditional "if...then" statement/s for the file being imported.

Field Name: This field is hard-coded and is displaying the selected *Trams Back Office or ClientBase* field on which the rule is being written.

Default Value: Choose a value from a drop-down menu if this option is available. Otherwise, type in a value you want to use by choosing *Constant,* or *Map* a value from your import file for the selected field. This value is used if the data does not meet the condition set up in the rule.

Add/Modify/Delete: To add a rule, click *Add*; to modify a rule, click *Modify*; to delete a rule, click *Delete*. To add a rule:

If Source Field: The drop-down menu lists each column in the import file for selection. Choose the Source Field.

Source Operation: Choose the Source Operation, = (equals), <>, (not equal), LEN= (Length equals), LEN< (Length is less than), LEN> (Length is greater than), LEN<> (Length does not equal) from the drop-down menu.

Source Test Value: Type a value from the file you are importing.

Then set Database Field to: Type value you want this field to be if the source test value is met. If no drop-down menu is available, type out the value precisely as you want it in *Trams Back Office or ClientBase*.

Reset: To clear all settings, click *Reset*.

Step 7: Importing Data to Marketing Fields

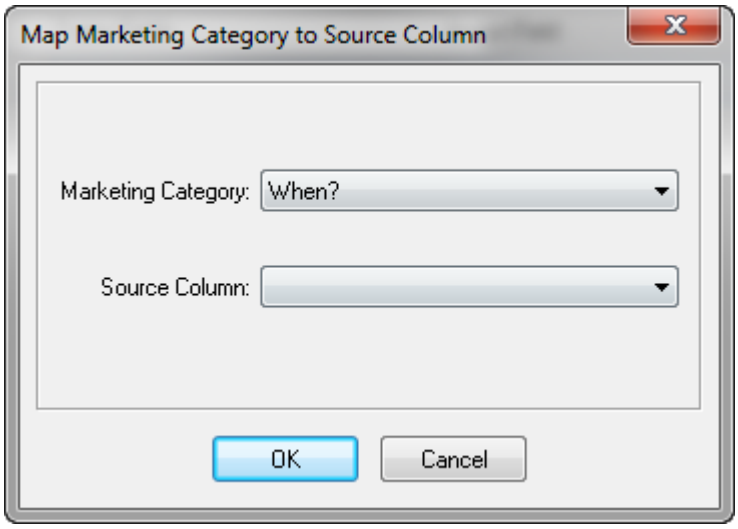
Click *Next* to get to the next screen in the import wizard, Marketing Fields. Like the previous screens, this area has the capability of stamping all records in the file with an indicated value so that they all appear with that value in *Trams database*. By clicking *View*, preview the file to import. Review the marketing data for accuracy.

Sub-delimiter: Insert a sub-delimiter separating the marketing codes. If no sub-delimiter has been used, leave empty.

Add Map: By clicking *Map*, link a selected *ClientBase* field with a Source Column from the text file you are importing. Field name represents the name of the field in *ClientBase*. Source Column is the name of the data (or header) of the data being imported.

Add Constant: By clicking *Constant* after choosing a field from *ClientBase*, pick a value from a drop-down

menu (if available); or type in a value to use for the selected field.



Rule: By clicking *Rule*, setup a conditional "if...then" statement/s for the file being imported.

Field Name: This field is hard-coded and is displaying the selected *ClientBase* field on which the rule is being written.

Default Value: Choose a value from a drop-down menu if this option is available. Otherwise, type in a value to use by choosing *Constant,* or *Map* a value from the import file for the selected field. This value is used if the data does not meet the condition you are set up in the rule.

Add/Modify/Delete: To add a rule, click *Add*; to modify a rule, click *Modify*; to delete a rule, click *Delete*. To add a rule:

If Source Field: The drop-down menu lists each column in the import file for selection. Choose the Source Field.

Source Operation: Choose the Source Operation, = (equals), <>, (not equal), LEN= (Length equals), LEN< (Length is less than), LEN> (Length is greater than), LEN<> (Length does not equal) from the drop-down menu.

Source Test Value: Type a value from the file you are importing.

Then set Database Field to: Type value you want this field to be if the source test value is met. If no drop-down menu is available, type out the value precisely as you want it in *ClientBase*.

Reset: To clear all settings, click *Reset*.

Step 8: Importing Data to Traveler Fields

NOTE: The Profile Import now works with the new Traveler/Contact records. It does not yet designate a Primary Traveler or Primary Communication entries, but it will do so in future release.

Click *Next* to get to the next screen in the import wizard, Traveler Fields. Like the previous screens, this area has the capability of stamping all records in the file with an indicated value so that they all appear with that value in *Trams Back Office/ClientBase*. By clicking *View*, preview the file to import and review the traveler data.

Map: By clicking *Map*, link a selected *Trams Back Office/ClientBase* field with a Source Column from the text file you are importing.

Field name represents the name of the field in *Trams Back Office/ClientBase*. Source Column is the name of the data (or header) of the data being imported. Fields to map include: *Primary Traveler Name, Primary*

Traveler Dept, Primary Traveler Last Name, Primary Traveler First Name, Primary Traveler Middle Name, Primary Traveler Relationship, Primary Traveler Gender, Primary Traveler Citizenship, Primary Traveler Commun Type 1, Primary Traveler Commun Entry 1, Primary Traveler Commun Description 1, Primary Traveler Commun Type 2, Primary Traveler Commun Entry 2, Primary Traveler Commun Description 2, Primary Traveler Notes, Primary Traveler Passport No. 1, Primary Traveler Passport Expire Date 1, Primary Traveler Passport Issue Date 1, Primary Traveler Passport Issuing City 1, Primary Traveler Passport Issuing Country 1, Primary Traveler Passport No. 2, Primary Traveler Passport Expire Date 2, Primary Traveler Passport Issue Date 2, Primary Traveler Passport Issuing City 2, Primary Traveler Passport Issuing Country 2, Primary Traveler Courtesy Title, Spouse Traveler Name, Spouse Traveler Dept, Spouse Traveler Last Name, Spouse Traveler First Name, Spouse Traveler Middle Name, Spouse Traveler Relationship, Spouse Traveler Gender, Spouse Traveler Citizenship, Spouse Traveler Commun Type 1, Spouse Traveler Commun Entry 1, Spouse Traveler Commun Description 1, Spouse Traveler Commun Type 2, Spouse Traveler Commun Entry 2, Spouse Traveler Commun Description 2, Spouse Traveler Notes, Spouse Traveler Passport No. 1, Spouse Traveler Passport Expire Date 1, Spouse Traveler Passport Issue Date 1, Spouse Traveler Passport Issuing City 1, Spouse Traveler Passport Issuing Country 1, Spouse Traveler Passport No. 2, Spouse Traveler Passport Expire Date 2, Spouse Traveler Passport Issue Date 2, Spouse Traveler Passport Issuing City 2, Spouse Traveler Passport Issuing Country 2, Spouse Traveler Courtesy Title.

THESE FIELDS PRESENTLY DO NOT MAP: *Primary Traveler Commun Description 1, Primary Traveler Commun Type 2, Primary Traveler Commun Entry 2, Primary Traveler Commun Description 2, Spouse Traveler Commun Type 1, Spouse Traveler Commun Entry 1, Spouse Traveler Commun Description 1, Spouse Traveler Commun Type 2, Spouse Traveler Commun Entry 2, Spouse Traveler Commun Description 2.* Birthdays do not import at this time

Constant: By clicking *Constant* after choosing a field from *Trams Back Office/ClientBase*, choose a value from a drop-down menu (if available); or type in a value to use for the selected field.

Rule: By clicking *Rule*, setup a conditional "if...then" statement/s for the file being imported.

Field Name: This field is hard-coded and is displaying the selected *Trams Back Office/ClientBase* field on which the rule is being written.

Default Value: Choose a value from a drop-down menu if this option is available. Otherwise, type in a value to use by choosing *Constant,* or *Map* a value from your import file for the selected field. This value is used if the data does not meet the condition you set up in the rule.

Add/Modify/Delete: To add a rule, click *Add*; to modify a rule, click *Modify*; to delete a rule, click *Delete*. To add a rule:

If Source Field: The drop-down menu lists each column in the import file for selection. Choose the Source Field.

Source Operation: Choose the Source Operation, = (equals), <>, (not equal), LEN= (Length equals), LEN< (Length is less than), LEN> (Length is greater than), LEN<> (Length does not equal) from the drop-down menu.

Source Test Value: Type a value from the file you are importing.

Then set Database Field to: Type value to fill this field to be if the source test value is met. If no drop-down menu is available, type out the value precisely as you want it in *Trams Back Office/ClientBase*.

Reset: To clear all settings, click *Reset*.

Step 9: Importing Data to TFW/CB Program Group Fields

Click *Next* to get to the next screen in the Import Wizard, TFW/CB Program Group Fields. Like the previous screens, this area has the capability of stamping all records in the file with an indicated value so that they all appear with that value in *Trams Back Office/ClientBase*. By clicking *View*, preview the file being

imported. Review the group data for accuracy.

Group delimiter: Insert a delimiter separating the groups. If delimiter has not been used, leave empty.

On Updates, Appends to Existing Groups: Check here to append to existing groups if you are updating.

Add Map: By clicking *Map*, link a selected *Trams Back Office/ClientBase* field with a Source Column from the text file being imported.

Field name represents the name of the field in *Trams Back Office/ClientBase*. Source Column is the name of the data (or header) of the data being imported.

Add Constant: By clicking *Constant* after choosing a field from *Trams Back Office/ClientBase*, pick a value from a drop-down menu (if available); or type in a value to use for the selected field.

Rule: By clicking *Rule*, setup a conditional "if...then" statement/s for the file being imported.

Field Name: This field is hard-coded and is displaying the selected *Trams Back Office/ClientBase* field on which the rule is being written.

Default Value: Choose a value from a drop-down menu if this option is available. Otherwise, type in a value you want to use by choosing *Constant,* or *Map* a value from your import file for the selected field. This value is used if the data does not meet the condition you are setting in your rule.

Add/Modify/Delete: To add a rule, click *Add*; to modify a rule, click *Modify*; to delete a rule, click *Delete*. To add a rule:

If Source Field: The drop-down menu lists each column in the import file for selection. Choose the Source Field.

Source Operation: Choose the Source Operation, = (equals), <>, (not equal), LEN= (Length equals), LEN< (Length is less than), LEN> (Length is greater than), LEN<> (Length does not equal) from the drop-down menu.

Source Test Value: Type a value from the file you are importing.

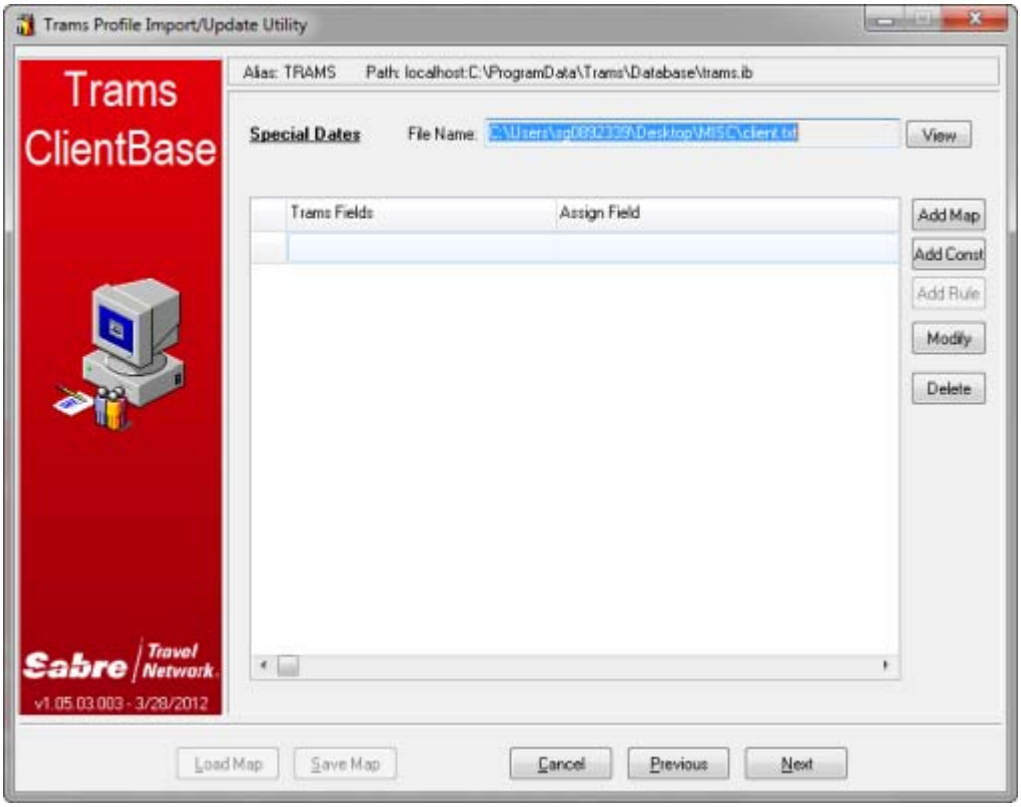
Then set Database Field to: Type value to land in this field if the source test value is met. If no drop-down menu is available, type out the value precisely as you want it in *Trams Back Office/ClientBase*.

Reset: To clear all settings, click *Reset*.

Step 10: Importing Data to Special Dates Fields

Click *Next* to get to the next screen in the Import Wizard, Special Dates Fields. Like the previous screens, this area has the capability of stamping all records in the file with an indicated value so that they all appear with that value in *ClientBase*. By clicking *View*, preview the file being imported. Review the data for

accuracy.



Add Map: By clicking *Map*, link a selected *ClientBase* field:

Special Date Type: Select from the drop down list of Special Date Types created in your *ClientBase* database (e.g. Wedding Anniversary). Please note if the desired Special Date Type is not included within the drop down, you must first go to *ClientBase*, and from **Global Defaults|General Setup|User Defined Fields**, select Special Date Types and add to the default drop-down list.

Source Column: Select the column within the file you are importing that represents the special date entries.

Source Date Separator: Select between /, -, or . to identify the format used within the date fields in your source file.

Source Date Format: Select from the following to identify the format used within the date fields in your source file.

mm/dd/yy

mm/dd/yyyy

dd/mm/yy

dd/mm/yyyy

yyyy/mm/dd

yy/mm/dd

yyyy/mm/dd

dd/mmm/yy

dd/mmm/yyyy

Based on these date settings the special date in your file is mapped to a separate Month, Day and Year field within the *ClientBase* Special Dates record.

Add Constant: By clicking *Constant* after choosing a field from *ClientBase*, pick a value from a drop-down menu (if available); or type in a value to use for the selected field.

Special Date Type: Select from the drop down list of Special Date Types created in your *ClientBase* database (e.g. Wedding Anniversary). Please note if the desired Special Date Type is not included within the drop down, you must first go to *ClientBase*, and from **Global Defaults|General Setup|User Defined Fields**, select Special Date Types and add to the default drop-down list.

Field Value: Type the value you want used for this type.

Source Date Separator: Select between /, -, or . to identify the format used within the date fields in your source file.

Source Date Format: Select from the following to identify the format used within the date fields in your source file.

mm/dd/yy

mm/dd/yyyy

dd/mm/yy

dd/mm/yyyy

yyyy/mm/dd

yy/mm/dd

yyyy/mm/dd

dd/mmm/yy

dd/mmm/yyyy

Based on these date settings the special date in your file is mapped to a separate Month, Day and Year field within the *ClientBase* Special Dates record.

Step 11: Importing Data to Profile Remarks

Click *Next* to get to the next screen in the import wizard, *ClientBase* Profile Remarks. Miscellaneous fields in your text file can be stored in the remarks folder in *ClientBase*. By clicking *View*, preview the file to import and review.

Add Map: By clicking *Map*, link a selected *ClientBase* field with a Source Column from the text file you are importing. Field name represents the name of the field in *ClientBase*. Source Column is the name of the data (or header) of the data being imported.

Add Constant: By clicking *Constant* after choosing a field from *ClientBase*, choose a value from a drop-down menu (if available); or type in a value to use for the selected field.

Add Rule: By clicking *Rule*, setup a conditional "if...then" statement/s for the file being imported.

Field Name: This field is hard-coded and is displaying the selected *ClientBase* field on which the rule is being written.

Default Value: Choose a value from a drop-down menu if this option is available. Otherwise, type in a value to use by choosing *Constant,* or *Map* a value from the import file for the selected field. This value is used if the data does not meet the condition you set up in the rule.

Add/Modify/Delete: To add a rule, click *Add*; to modify a rule, click *Modify*; to delete a rule, click *Delete*. To add a rule:

If Source Field: The drop-down menu lists each column in the import file for selection. Choose the Source Field.

Source Operation: Choose the Source Operation, = (equals), <>, (not equal), LEN= (Length equals), LEN< (Length is less than), LEN> (Length is greater than), LEN<> (Length does not equal) from the drop-down menu.

Source Test Value: Type a value from the file you are importing.

Then set Database Field to: Type value to fill this field if the source test value is met. If no drop-down menu is available, type out the value precisely as you want it in *ClientBase*.

Reset: To clear all settings, click *Reset*.

Step 12: View Profile Import/Update Summary Screen

Once the remarks table value(s) have been selected, click *Next* to get to the last screen in the import wizard. This screen provides a complete summary of all your import wizard selections.

Printer Setup: Click *Printer Setup* to select printer options for printing out the summary sheet.

Print: Click *Print* to print out the summary sheet.

Copy: Click here to copy the summary sheet to the Windows clipboard. Go to any other program to paste.

Save Map: Click *Save Map* to save the mappings. Browse to location to save the mapping. That way the next time you import a similar file, load the saved map and save lots of time.

Cancel: Click *Cancel* to abort the import process.

Previous: Click *Previous* to go back one screen.

Finish: Click *Finish* to complete the import process.

Once the import is completed view a screen of statistics stating how many profiles were inserted, updated, or skipped.

Check for Accuracy of Import

By using Level 2 Query in the Profile Manager, search for all profiles with a *Create Date*, **From** today and **To** today, or stamp some other constant in records with which to Query. Review newly imported profile data and verify that all information was imported properly.

5

Interface Overview Download & Processing

This chapter contains:

- Overview of Interface
- Introduction to Interface Download & Processing
- Directions for Download & Processing

Overview of Interface

The interface process between The Host Reservation System, or GDS, and *Trams*, is a means by which invoice and ticketing data entered in the Passenger Name Record (PNR) is automatically transmitted to the back office system. The interface commands used to control the interface between the GDS and *Trams* are similar to the entries already used in the office to control the transmission of messages to various printers (e.g., ticket, invoice/itinerary, boarding pass and hardcopy).

Once the interface option is enabled by the GDS, an interface record or image is created every time a sales agent drives a ticket or an invoice. Specific accounting, client, vendor and booking information from the PNR is downloaded to Trams Back Office and becomes available for accounting, tracking and reporting needs.

The interface record created by driving the invoice is stored by the Host GDS on an Interface Queue, much like the ticketing queue. Instead of retrieving the data on queue back to the workstation to update, or to the printer to print, the record is downloaded to *Trams* as a file for *Trams* to read.

Trams Back Office Interface Utilities Setup

Trams does not control what is included in the interface record. The data captured is directly related to how it is entered in the PNR. What TBO does with the data can be controlled by default options established in **Utilities|Setup**. These options determine how TBO handles the information received from the interface record. Not all options in **Utilities|Setup** relate to interface. Please refer to the *Utilities* chapter in the manual or the *Helpfiles* for directions on setting up the Trams Back Office program prior to commencing interface.

Introduction to Interface Download/Process

The accounting data being interfaced, the paper trail, the office work flow, and available personnel are all important parts of successful interface. Interface is an interaction between the front and back office systems,

including human resources. Follow the steps outlined until the staff is proficient with Interface. Develop a daily routine, and teach at least one other person in the office how to handle Interface. Interface is an interactive process that requires coordination between the Host Reservation System, the Windows Interface program and Trams. Let's go over some terminology that we use at Trams for the different parts of the Interface procedures.

Download involves Trams retrieving the interface records. In Trams Back Office this can be directly from the interface cable or a file. As the records are downloaded, Trams reformats the records and places them in a separate file for processing.

When records are retrieved from the source directory, the files are deleted and the directory is emptied. It's important when reading across a network that full file permissions are enabled for the client workstation downloading the records.

Process is a procedure that merges the Interface records into the Trams database. Each invoice is tracked by Client, Vendor and Sales agent. Bookings within an invoice would all have the same client, but may have different vendors or sales agents. The process procedure matches each invoice item to the proper client, vendor and sales agent for reporting and accounting purposes. The procedure also generates any error messages related to the new data being received, and allows operator intervention for undefined profiles. *You do not need to create Profiles prior to interface.* Trams can create new profiles during the Interface Process.

Capturing Interface Records involves the images to file option configured by the GDS Vendor. If interface has been configured by the host in this manner, then be sure to ask them how to start, stop and review the utility or print server software they use to capture the records. It's also important to know the EXACT path and directory or file name for Trams to download the files.

Host Print Server, Pro Printer and Host Print Modules, are utility programs used by the GDS vendor to enable the Host system to communicate with Host printers, including the interface device. If configured to capture to file, there are formats for the file as well as a location or path and file name to the interface records.

Network Access and File sharing is a feature of the local hardware network. This option must be enabled in order for Trams to download records that are captured to a workstation on the network, versus Interface Download and Process records captured to the local hard drive where the download is handled. For our examples we'll assume the records are captured to the SAME workstation and hard drive where the Trams download is handled.

Windows Interface Utility or Trams Interface Utility is the program that captures interface records via a cable. The program is configured to match the serial port communication protocol configured at the GDS controller. The program may launch at startup or can be controlled manually.

Set Up a Scheduled Task for Interface

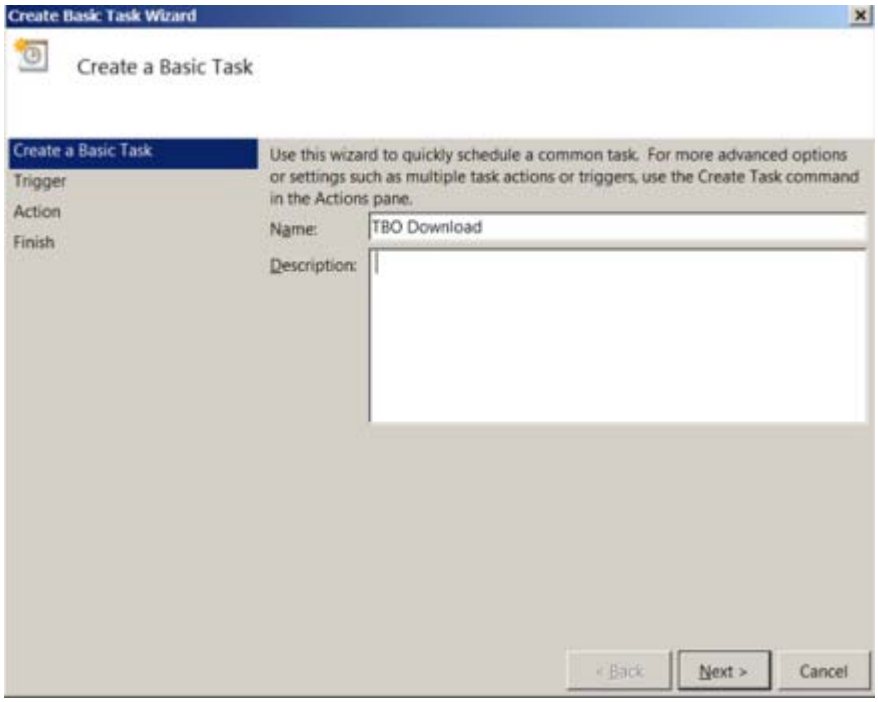
Automated Task for Interface Download and Processing

Set up a user profile/login that will specifically be used for the automated download and processing routines. For assistance with user profile set up see the help file section under **Utilities|User Profile**. The log in and password will be used in subsequent steps.

1. From the Windows menu select **Start|All Programs|Accessories|System Tools|Task Scheduler**.
Note: You must be logged in as administrator to create a new task.

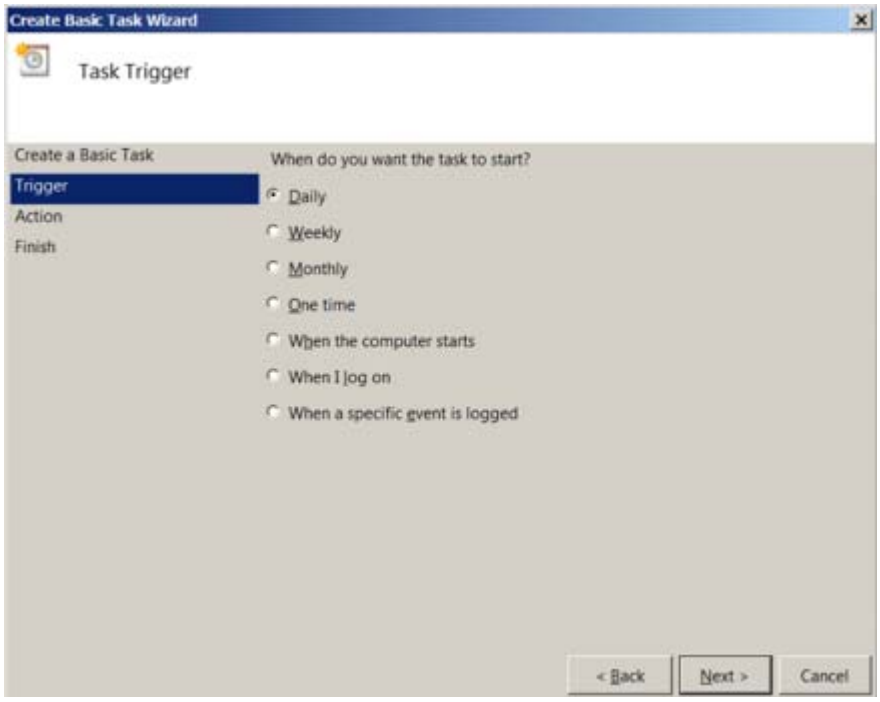
2. Click the *Action* menu, and then *Create Basic Task*.

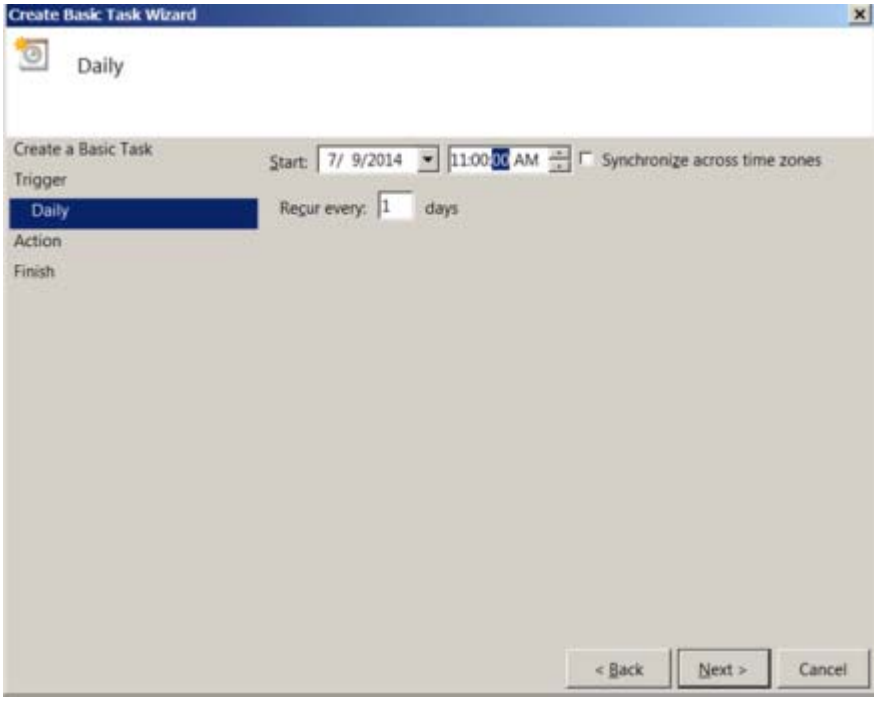
3. Type a name for the task and an optional description, and then click *Next*.


Create Basic Task Wizard
Create a Basic Task
Create a Basic Task
Trigger
Action
Finish
Use this wizard to quickly schedule a common task. For more advanced options or settings such as multiple task actions or triggers, use the Create Task command in the Actions pane.
Name:
TBO Download
Description:
< Back
Next >
Cancel

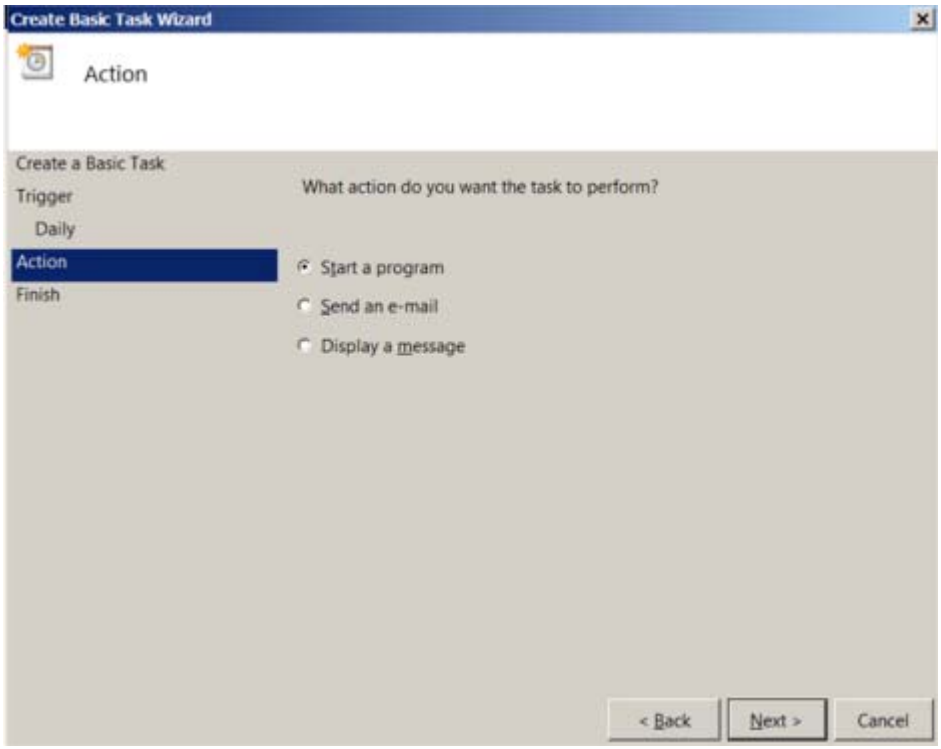
4. Do one of the following: To select a schedule based on the calendar, click *Daily, Weekly, Monthly*, or *One time*, click *Next*; specify the schedule you want to use, and then click *Next*.

Select a Start date and enter a time that you want the download to start each day. Then click *Next.*





5.Click *Start a program*, then *Next*.

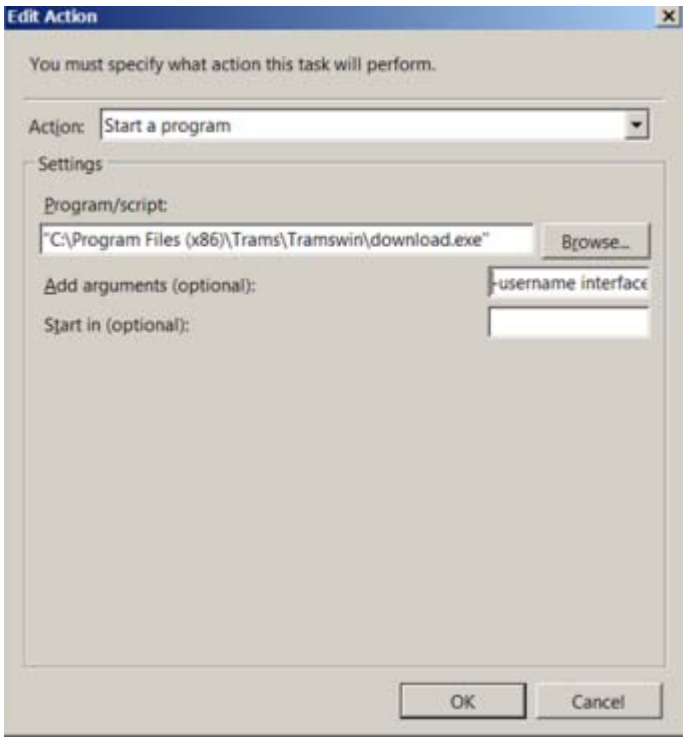


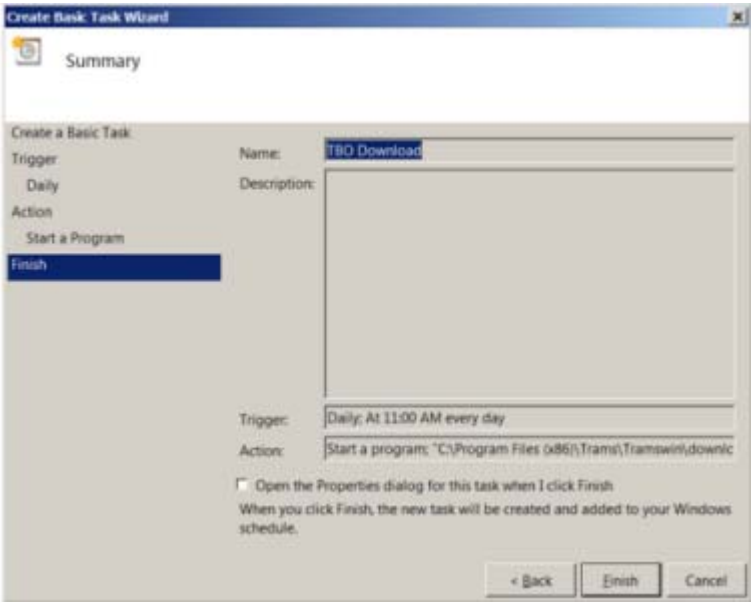
6. For the program/script, Click *Browse* to find the program you want to start, enter the path for the download.exe, example "C:\Program Files (x86)\Trams\Tramswin\download.exe" and then click *Next*.

In the Argument field enter the TBO login, password, Options, GDS number and path. Example format:

-username interface -password download -alias Trams -CRS 2 -NE -c:\spool -auto

Leave the *Start In* field blank. Click *OK,* and on the Summary Page, click *Finish.*





Create a Separate Download Schedule for each CRS and Database

Note: To further clarify, using this method does not utilize a user license for processing. If using

Interface|Download|Wait for New Records and **Interface|Process|Automatic Process** options within TBO, then a user license is utilized which may become more of an issue if interfacing with all 4 GDS's concurrently.

Important: All Program/Script parameters must have the quotes around it. "C:\Program Files (x86)\Trams\Tramswin\download.exe" The Arguments must have a space followed by a - (dash) before the option. -username Interface -password download -alias Trams -CRS 2 -NE -path c:\spool -auto

Explanation of Program/Script and Add Arguments parameters for example below:

Program/Script - "C:\Program Files (x86)\Trams\Tramswin\download.exe"

Add Arguments -username Interface -password download -alias Trams -CRS 2 -NE -path c:\spool -auto

"C:\Program Files\Trams\Tramswin\download.exe" - Path to where the download.exe resides

-username Interface - User log in name

-password ******** - User password

-alias Trams - Database Alias Name

-CRS 2 - GDS System

-crs <crs no>

0=Amadeus

1=Apollo/Galileo

2=Sabre

5=Worldspan

-path c:\spool - Path to where the interface records reside

-auto - Auto download

Download options available to use in the Add Arguments field.

Example -

-NU (Ignore Remarks UDIDs - all GDS)

-NG (Ignore CC guarantee - All GDS)

-NE (Ignore e-mail updates - Apollo Only)

-NC (No default comm. Track FOP - All GDS)

-RC (Ignore hotel rate code - All GDS)

-D (Dash optional on MS code entries - Worldspan related)

-NM (Worldspan specific - ignores the NM- name entry in the WS H record and reads the name from the A/1.1 level instead)

-J (Read Apollo Itin)

Steps for Setting Up Automated Interface Processing in Windows Scheduler

Follow the steps above for setting up a Scheduled Task.

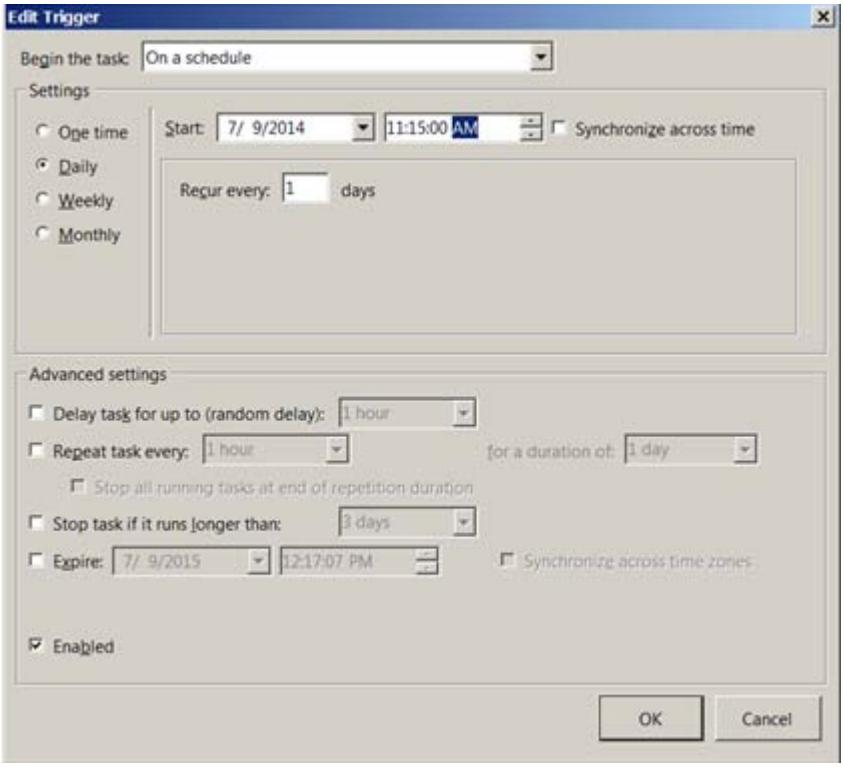
Program/Script (an example):

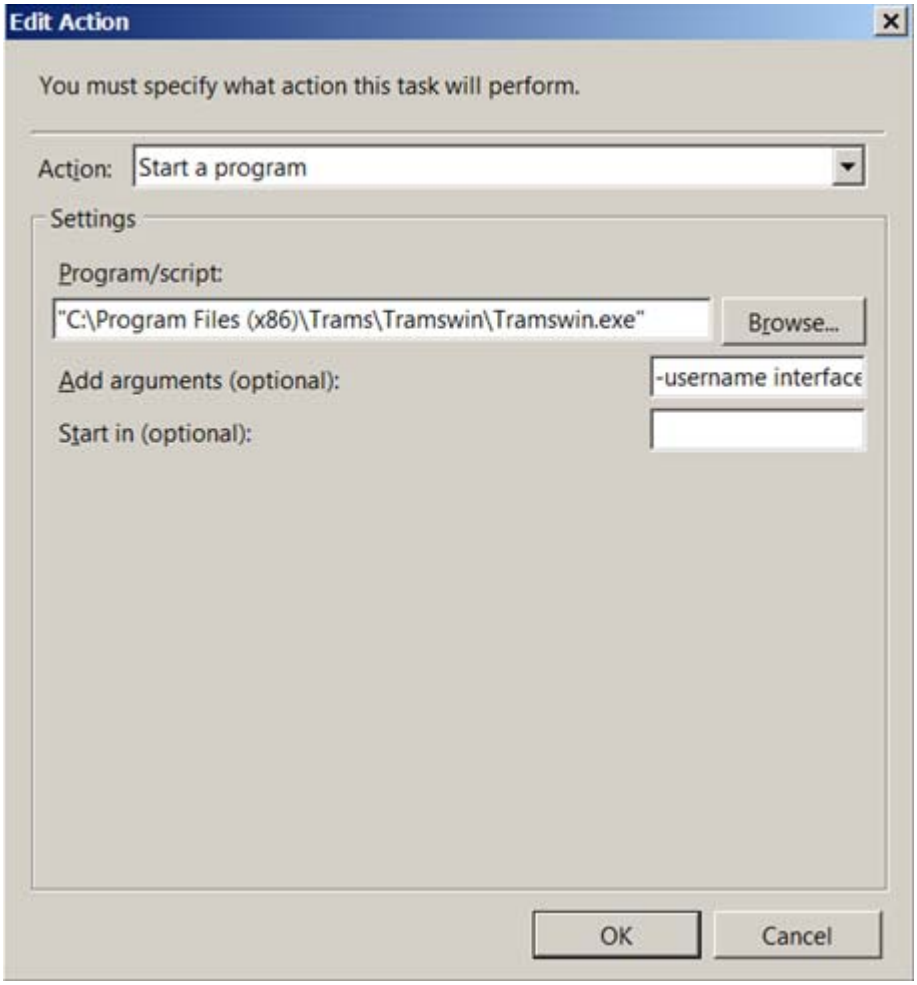
"C:\Program Files (x86)\Trams\Tramswin\Tramswin.exe"

Add Arguments - (example)

-username **interface** -password **download** -alias **Trams** -autointerface

If there are no records to process, the task will open and then close. If there are records to process the task will auto process and close, leaving the errors to be handled manually.





Capturing Interface Records

There are two ways to capture Interface records - Images to File and Interface via Cable.

Images to File

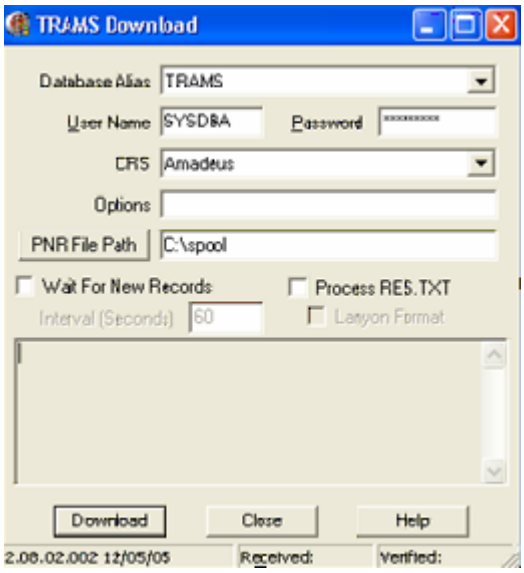
If the GDS Vendor has configured interface to file, then capturing records to a file has already been set up. It's still important to know the EXACT path and directory or file name for Trams to download the files. Please check directly with the GDS Vendor for the location of the file, as well as the procedures for troubleshooting. Standard settings are explained in the specific GDS section of the Trams Interface Guides. Check the interface queue to verify that records are leaving the Host and available in the local interface file. Go to a GDS workstation and start the transmission of records.

Download Interface Records into TBO

The download utility can be configured for multiple GDS systems and run outside of Trams Back Office from **Start|Programs|Trams Back Office|Download**. High volume agencies can create shortcuts for each download configuration and run them simultaneously, or as 'real-time' interface to the same or different

workstations. Since all records are routed to a single log for processing, simultaneous downloads should be tested and used only after processing procedures are well established in the agency.

Step 1: From Windows go to **Start|Programs|Trams Back Office|Download**.



Step 2: Select the correct database Alias - the default is Trams. The database Alias should NEVER be blank. Refer to the specific GDS section of the Interface Guide for specifics about the screen options listed here. Select the appropriate GDS. Scroll through a list of reservation systems with the down arrow.

Note: Sabre and Worldspan have 2 options for GDS field. Check the folder for the file structure captured by the GDS. If multiple records exist, one per transaction, use Sabre or Worldspan as appropriate. If a single logair.dat or pnrdata.txt file exist, use Sabre Net or Worldspan Images to Disk as appropriate.

Note: Any agency having a conflict with the Client Remarks field of a booking being interfaced to a UDID field, can ignore UDID formats in the Client Remarks field of a booking by entering *-NU* in the Option field on the Download Screen.

Note for Worldspan Agencies: There is a -D option to the Interface Download screen to make the dash following the 5SA, 5OA, 5FJ, 5LF, and 5FF entries in Worldspan optional. If not wanting to specifically identify an SA or OA entry as agent-related, then enter -D in the Options Field on the screen and the dash (-) after the SA and OA entry will not be required. There is a chance, based on the entry made if no dash (-) is present, that the name SANDY could be read as "SA", an override of the Original Sales Agent.

Note to Apollo Agencies: To ignore e-mail updates in Apollo interface, enter -NE (No E-mail).

Step 3: Click the PNR File Path button to locate the directory where the interface files reside. If using the default settings when installing Trams, the path should read:

C:\Spool

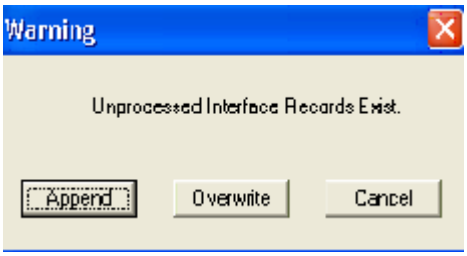
If records are captured by the GDS vendor, or to a different workstation, then the PNR File Path may look considerably different. (Refer to the GDS section of this interface guide for more information about settings specific to the GDS platform.)

Note: Changes to the *PNR File Path* on the Interface/Download screen are now only saved if the user logs

in as SYSDBA. A non-SYSDBA user can change the path when logged in, but when closing the Interface/Download screen or logging out of TBO, those changes are not saved. *All changes to the GDS PNR File Path can only be done by the systems SYSDBA User.*

Note: Do not check Process Res.txt or Lanyon Format. Wait for New Records is used by high volume agencies to enable a 'real-time' interface. The download screen can be left open to read new messages from the file path as soon as they are created.

If receiving the warning "Unprocessed Interface Records Exist," there are interface records from a previous



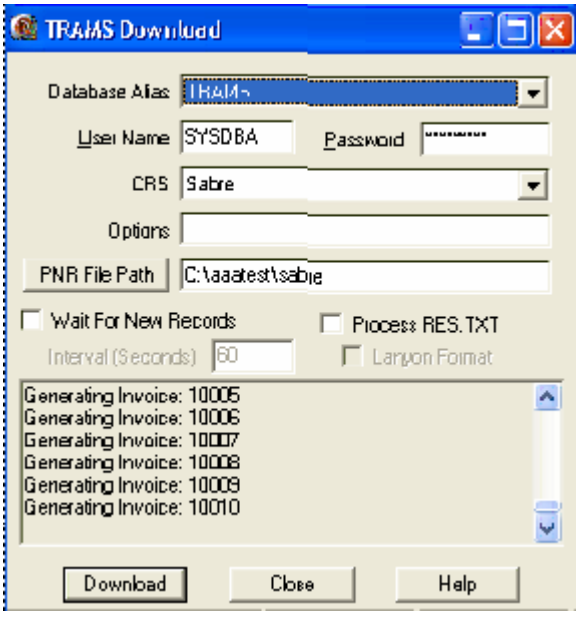
download session that have not been processed into TBO. If this is the first Interface Download and Process time interfacing, these may have been test records generated by the GDS host or support desk.

Cancel = Escape and exit the interface program.

Append = Add the new records to the existing unprocessed records.

Overwrite = Overwrite the old records with the new.

If not sure about the unprocessed records, select cancel and return to the Interface processing screen to view the unprocessed records. Once processing has been ended, (the remaining records may be duplicates that need to be deleted), choose *Overwrite* to delete the records and continue with the new download. Once selection has been made, Trams responds with the Interface Download Screen. See the invoice numbers flash on the download screen.



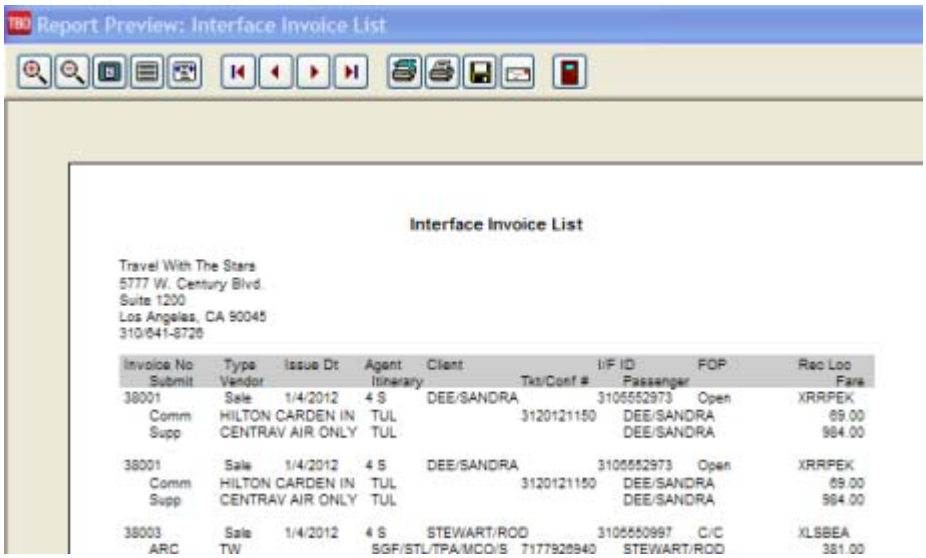
Trams receives all records from the Destination directory and responds with a Record count of Received

and Verified. There may be a difference between the number of records received and verified. Usually this is attributed to invalid invoices or invoices that do not contain accountable segments.

Interface Reports

Step 4: Run Interface reports to use when reconciling invoices or investigating the download session. We would advise this on every session until user is comfortable with the TBO interface and front office formats. The reports are an excellent training tool for both front and back office staff.

First run the **Invoice List.** From the TBO main menu, select **Reports|Interface|Invoice List**. (A *Print Invoice List* button is also located to the Interface Processing Screen so that the Invoice List can be printed prior to processing.) The Invoice List shows the valid invoice data received by TBO during the download process. The report shows how TBO interpreted the data entered in the PNR. Remember, how data is entered and invoices are driven, is directly related to how TBO interprets the PNR. The invoices are not yet available in the TBO database. This is a report of the invoices downloaded in to Trams during this session. Select *Print Log* from the report menu bar to print this report.


Report Preview: Interface Invoice List
Interface Invoice List
Travel With The Stars
5777 W. Century Blvd.
Suite 1200
Los Angeles, CA 90045
310/641-8726
Invoice No Type Issue Dt Agent Client I/F ID FOP Rec Loc
Submit Vendor Itinerary Tkt/Conf # Passenger Fare
38001 Sale 1/4/2012 4 S DEE/SANDRA 3106552973 Open XRRPEK
Comm HILTON CARDEN IN TUL 3120121150 DEE/SANDRA 69.00
Supp CENTRAV AIR ONLY TUL DEE/SANDRA 984.00
38001 Sale 1/4/2012 4 S DEE/SANDRA 3106552973 Open XRRPEK
Comm HILTON CARDEN IN TUL 3120121150 DEE/SANDRA 69.00
Supp CENTRAV AIR ONLY TUL DEE/SANDRA 984.00
38003 Sale 1/4/2012 4 S STEWART/ROD 3106550997 C/C XLSBEA
ARC TW SGF/STL/TPA/MCO/S 7177926940 STEWART/ROD 381.00

Note: TBO shows the foreign currency value and currency code for comm track transactions on the Interface Invoice List report.

Download Error Log

Step 5: Next run the **Download Error Log.** Go to **Reports|Interface|Download Error Log**. Enter the date/s for the report. This report shows which interface records were received and rejected by TBO during the download session. If a record was rejected, the booking agent should research the PNR formats to correct and re-run the invoice. Agencies unable or who have a diverse sales staff may purchase or create scripts to make interface more seamless to their sales agents. It's also possible that the rejected records were boarding passes, or itineraries or PNRs that did not contain accounting information, and can be ignored. High volume agencies may want to research quality control procedures to ensure 100% accuracy prior to downloading or processing records into TBO. Select *Print* from the report menu bar to print this report. Process the data received. From the TBO main menu go to **Interface|Process**.

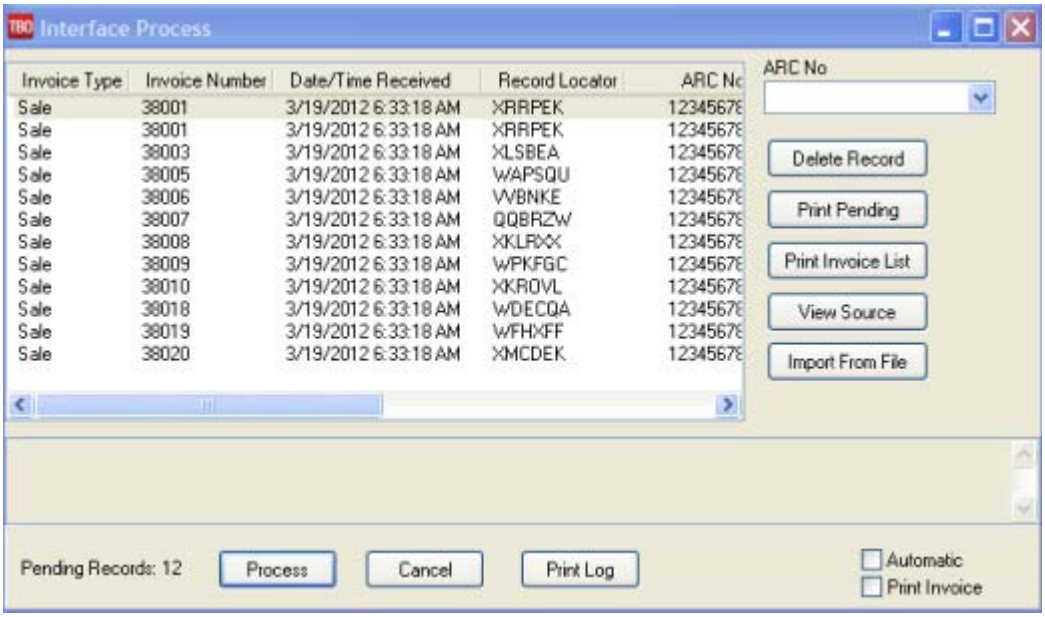
Process Interface Records

During the processing, Trams Back Office tries to match up information received from the interface record

with information stored in TBO. There are three types of profiles - client, vendor and agent - that must match before the invoice is processed by TBO. Clients, vendors, and sales agent profile identification is critical to the accurate accounting of a transaction.

Automatic or Ignore All When Processing Creates a Processing Error Log

When there is a mature database, selecting *Automatic* for processing or *Ignore All* from the first error dialog box, creates a *Processing Error Log* that can be printed and processed later. (The processing of E-Ticket refunds is ignored during Automatic Interface Processing.) During the process procedure, TBO reads and logs the records to the correct client, agent and vendor, as it creates a TBO invoice for accounting and reporting.



- *Delete Record* deletes a selected interface record.

- *Print Pending* prints the unprocessed record list as shown in the display.

- *Print Invoice List* prints out the invoice list prior to processing without going to Reports|Interface|Invoice List. (When there is a new or empty database, it's easier to work through each interfaced record with access to invoice and ticket hard copies.)

- *View Source* views the native Interface record sent by the GDS. Be better able to make decisions on what to do with a specific record that is generating the error prompt.

- *Import from File* option is used for importing data from other back office systems, website captured data, when converting to Trams Back Office, or can be used to import records for a Host/IC setup.

- *Print Log* prints the Processing Error Log

- *Automatic* allows TBO to process all records without stopping for errors. Records with errors remain unprocessed and errors are reported on the Processing Error Log.

- *Print Invoice* prints a TBO invoice of each processed record.

Note: Trams recommends that the back office operator have access to the invoice, tickets and cash receipts for proper accountability, and to maintain the integrity of the TBO. Go to **Reports|Interface|Processing Error Log** to review reported processing errors.

Client Profiles

The reservation system has a client account number format that TBO reads as interface ID. The same client number that printed on the invoice or ticket can interface to TBO as the account number. (See the GDS specific guide for more information.) Each Interface ID must be unique to a single billing entity. A House Account may be created to track "walk-in" clients, but this method cannot capture valuable marketing information. TBO recommends a separate profile for every billing entity. While profiles serve as client ledger cards, they also serve as reporting units and client mailing lists. **Profiles don't need to be created in TBO** prior to the first interface, but spend some extra processing time as the database is being built. If the message *No Match on Client Interface ID* during processing of new clients is received, TBO builds the profile for each new client through processing the invoice.

If there is converted data from another back office system, then it's important to know the procedures required to *restore* the converted data to TBO. Put off the first interface session until after the Interface Download & Process converted data has been restored to create the TBO database.

No Match On Client ID

The message, *No Match On Client ID* prompts when TBO does not find an identical Client Interface ID to the alphanumeric code that appears between the brackets [xxxxxxxxxx]. This occurs for various reasons. If there is no code within the brackets, [] Trams did not detect a customer number in the Interface record.

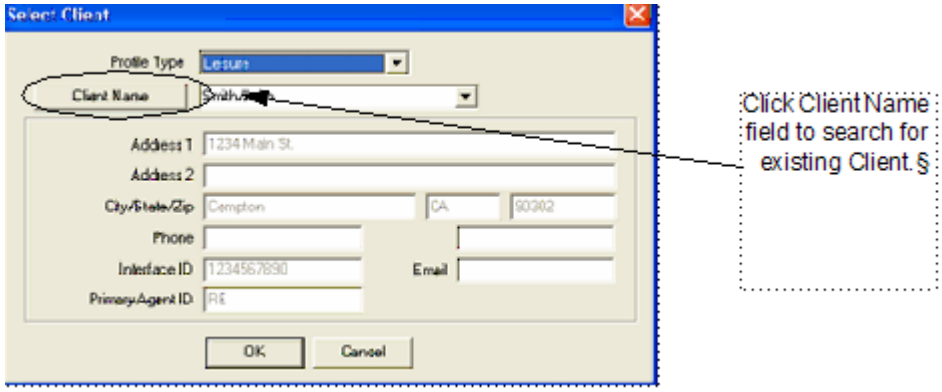
For inactive Profiles a Warning Message appears: *Matching xxxxx Profile is Marked Inactive - Continue?* Select *OK* to process the invoice to the inactive profile, and later, update the profile to active status. If *Cancel* is selected, a prompt allows the operator to *Modify* by selecting a different Profile or create a new Profile.

This screen shows an ID [1234567890] in brackets next to the name. This is the Customer ID the agent entered in the PNR. TBO did not find an exact match. Select *Modify* to search for the client by Name.

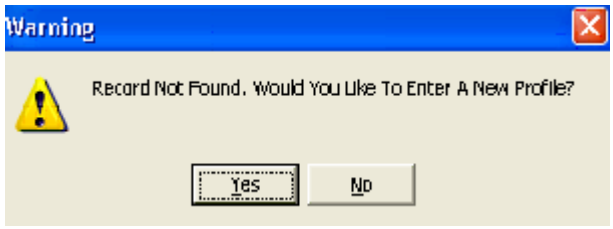
Select Modify

By selecting Modify, Trams continues processing the Interface record, for input at each step of the procedure. The client type and name are the only fields available to modify. TBO defaults to Leisure. To modify the *Client Type*, click the drop-down key to see the choices. Click Corporate in the Client Type field. By selecting Corporate without modifying the Client Name, TBO interprets the Client Name differently. This is not an optional default. If the client's name or spelling is in question, enter a few letters of the client's last name for a broader search. Next click the Client Name and move to the Profile query screen. From there,

search for the correct profile.



No Matching Profiles Found During the Client Name Search



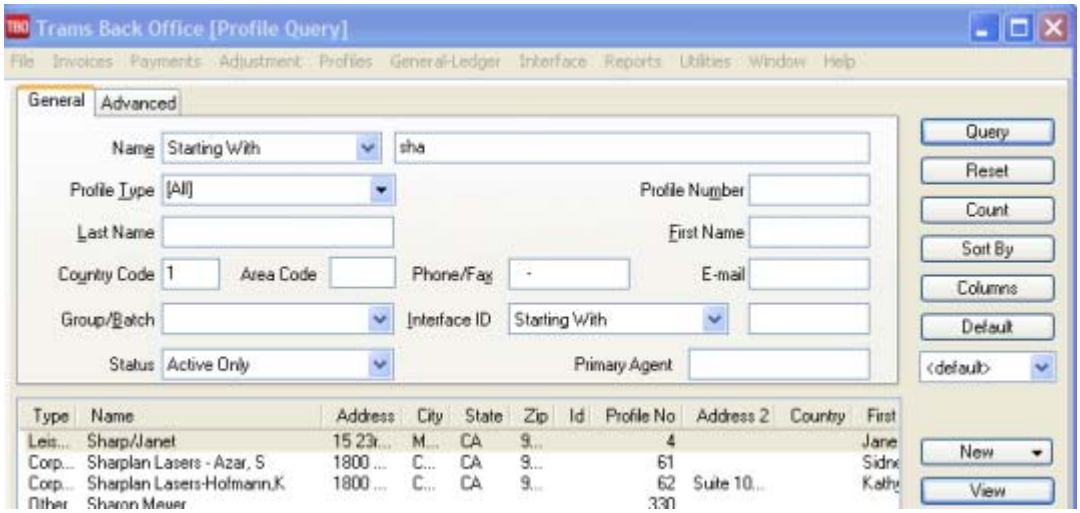
Create a New Client Profile

Click *Yes* and TBO to go to a new Client Profile screen. The information for the new client moves to the profile screen in TBO. The *No* option returns to the previous screen. The information from the Interface record moves to the New Client Profile screen. TBO does a good job at translating ALL CAPS GDS entries into upper and lower case, but occasionally edit the information captured from the front office. Notice the Interface ID and address information is entered automatically. This came directly from the address and phone entries in the PNR. Click *OK* to save the profile to return to the Interface processing screen to continue processing the rest of the record (s).

Query Client Profiles

Click *Query* to start the search for the correct client profile. Click the down arrow in the 'argument' field prior to the name to select the name search criteria. If TBO does not find a match by Client type and name there is a prompt, *Create a New Profile?* If TBO finds a probable match, there is a selection box. Highlight the

customer name and click *Select* to move back to the processing screen.



Click *Select* to choose a name from the list and save to return to the Interface processing screen to continue processing the rest of the record (s). If the correct name is not on the list, click *Reset*. Try the search with just a few letters of the name. Perhaps there is a misspelling?

Note: Run a list of clients and vendors often as the mailing list grows. It is easy to create a duplicate profile as the staff adjusts to the disciplines of interface. Go to **Reports|Client|Lists and Labels**. Also use the Processing Error Log to update any existing Profiles with incorrect or missing Interface ID's.

Invoice Notes

-- During interface processing for a *void* record, we added the ability for an invoice to automatically show as a voided invoice without user intervention if all other bookings in the invoice are already voided. There is a prompt, *Confirm Void Invoice* prompt screen. For a single booking invoice containing an air ticket, nothing more need be done and the invoice is automatically voided. For an invoice containing multiple bookings, those booking would have had to been manually voided prior to the start of interface processing, for the invoice to be automatically voided.

Processing of the void record must be the last non-voided booking in the invoice, for the invoice to void automatically without having to re-query the invoice after processing and manually voiding. To implement this feature, check that **Utilities|Setup|Global Defaults/ Interface/Mailmerge Prompt Tab** has *Allow Voids* set to *Prompt*. Allow Voids = PROMPT.

-- During interface processing, single payments are now created for each booking in the PNR invoice being processed even if the CC No. is the same. This allows for easier voiding of tickets during processing when each ticket has its own payment attached. Also multiple tickets contained in a single invoice are listed separately on a customer's credit card statement. So an invoice with two $500 tickets in it, $1000 total invoice amount, is shown on the credit card statement as one item with ticket number for the first $500 ticket, and as a second item with ticket number for the second $500 ticket.

Vendor Profiles

ARC/BSP vendors, plus car and hotel vendors, are booked directly through the reservation system have an industry standard ID assigned through the reservation system. As these transactions are processed in TBO,

allow Trams to create the vendor profile. Group several vendors together through the Vendor profile, or the invoice group field. (See the Profile section in the manual for a full description of field options.) TBO recommends tracking these vendors by property. ARC/BSP vendor profiles build by TBO include the airline code automatically. Include both the Interface ID and the airline code when building these vendors manually.

Trams maintains a table of ARC/BSP vendors, complete with address information. This table is used to create the ARC/BSP profile the first time the vendor is sold. Non-ARC/BSP vendors are also identified in Trams by Interface ID, but there is no industry standard at this time. The GDS may have restrictions on how these codes are entered within the booking or accounting line. (See the GDS section of this guide for more information.) It is important to coordinate with the front office staff before deciding on how these vendors should be identified.

Unlike Client Profiles, TBO searches for the Interface ID first and then the Vendor phone number and thirdly, the Vendor name for an exact match. Due to the flexibility allowed in the building of PNRs, it is important to establish standards used for the agency.

Note: TBO matches Vendor Profiles by phone number when the Vendor name and/or Interface ID do not match during interface processing, because the Vendor name and/or Interface ID has changed but the phone number hasn't. A message is added to the *Error Processing Log* during interface processing when a Vendor Profile has been matched by phone number.

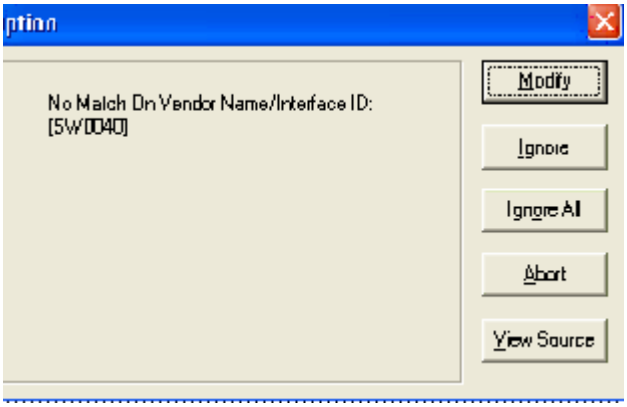
When the name and the Interface ID changes, it's usually because a hotel property changes chains, and the name and ID would be changed but not the phone or address. Users need to be aware of the change so they can decide if they want to change the name and ID of the existing profile or create a new profile for the property.

Note: -- Trams matches Non-ARC/BSP airline bookings to any vendor profile with a matching interface ID. So a ticket sold on United Airlines, but not processed through ARC/BSP can be added to a single United Airlines vendor Profile if the Interface ID matches.

No Match On Vendor Name or ID

There is a *No Match on Vendor Name or ID* prompt when TBO cannot find a profile for this vendor by Interface ID, phone number or name.

This screen shows an automated Vendor code received by the GDS at confirmation. If nothing is entered



between the [brackets], the booking may have been entered as a passive segment without a vendor code. If there is an id between the brackets, but no name, the agent may not have entered a vendor name, just the code. Select *Modify* and continue.

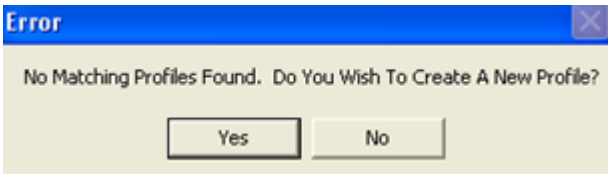
Select Modify

The system now, by default, only shows matching vendors based on Name, State and Zip. Manually uncheck either or both to see matches just on name. The check boxes are enabled if the corresponding address field is populated in the Vendor Profile that is being processed from the GDS PNR. If there is no State or Zip Code in the record being processed then those options are dimmed and the match is on Name only.

When the database has multiple vendors with the same name such as "Southwest" and no location identification in the name, the match can be based on the Name and a part of the address. This should alleviate the problem of common vendor names being picked by name only and putting the booking under the incorrect vendor profile. TBO searches for the exact spelling of the Vendor Name. If the spelling is questionable, use only the first few letters of the name to broaden the search. Click *OK* to begin the search.

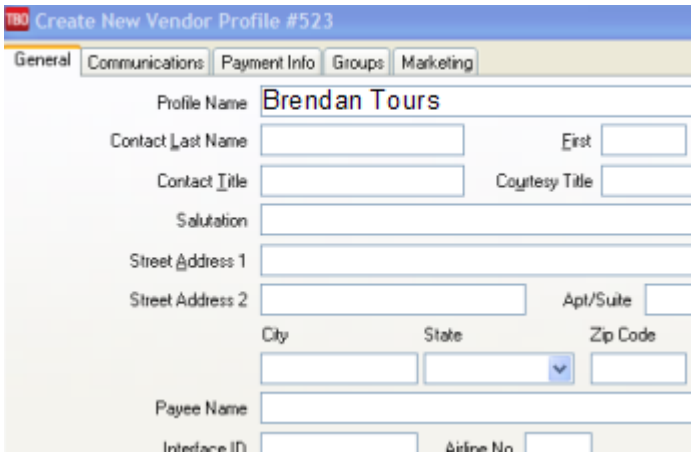
TBO may want to attach to an existing profile with a similar name when clicking *OK*. To prevent that, click the *New* button to go straight to a new Vendor Profile screen.

No matching Profiles Found during the Vendor Name Search



Create New Vendor Profile

Clicking *Yes* navigates to a new Client Profile Screen. The information for the new vendor moves to the profile screen in TBO. When selecting *No*, return to the previous screen. If there is not a vendor profile in TBO, create a new one now by clicking *OK*.



The information from the Interface record moves to the new Vendor Profile screen. TBO does a good job at capturing address and phone details from automated Car and Hotel Vendors. Passive segments may require editing. The TBO operator would want to modify this record and assign an interface ID unique to this hotel. Any future passive hotels with using this same Interface ID will also interface to that profile automatically. **(Refer to the Front Office formats used to account for the vendor transaction, to ensure proper translation by TBO.)** Notice the Interface ID is entered automatically. The next time this property is booked using the same Interface ID, TBO will not require intervention. Using the mouse, click

OK to save the profile.

Alternate Interface ID

Some agencies interface from multiple GDS systems. Add an alternate interface ID to a vendor profile by selecting the Marketing Tab. By adding an alternate interface ID, TBO finds a match on either of the Interface ID's attached to the profile.

Query Option

The Query option searches vendor profiles for a match. A query of Vendor profiles is also initiated by changing the Vendor Name on this query screen or from the Modify screen. Click *Query* to begin. Because of the spelling of the Vendor name, this sample shows [No Matching Profiles Found.] If the query is successful, highlight the vendor and click with the mouse. If the query is too narrow or not successful, click *Reset* to begin another search.

Sales Agent Profiles

Trams Back Office receives the original booking agent from the Interface Record and captures the agent as the primary or inside agent on the invoice. The Agent ID as it is translated from the reservation system must match the Agent Interface ID in TBO. This ID is often referred to as the "agent sine" and is defined in the agencies GDS profile. To review these agent sines before beginning interface. TBO reads alphanumeric sines. Non-booking agents that are tracked on an invoice can have an Interface ID unrelated to the automatic agent id used to designate the booking agent. (See the GDS section of the addendum for additional tracking options.) TBO allows up to 9 agents on a single booking. These are used to track inside and outside agents, promotions and commission splits.

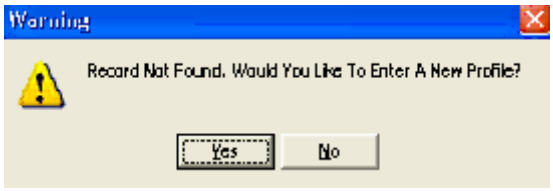
No Match On Agent ID

There is a *No Match On Agent ID* prompt when TBO has no record of this agent in a sales agent profile. The Agent ID that Trams captured from the Interface record appears between the brackets. If there is not an agent ID, Trams did not detect an agent in the record. This sometimes occurs when records are retrieved from another agency or when bookings were created by the Airline Reservations Center and are taken over by the agency. Click *Modify* to search by a different ID or to create a new Sales Agent profile.

Trams Back Office has no match on the Interface ID of the Agent displayed. This is probably a new agent with GDS agent sine of TG. When selecting *Modify*, a prompt comes up to search for the agent by name. Even though the Agent ID is displayed, enter the agent name to search for the agent.

If clicking the Agent ID button, query for agents. If the down arrow is clicked in the window, similar names of agents appear. By default, TBO assumes the agent name and agent ID are the same. If profiles use first names for agent names, or other criteria, add the first letter of the agent name and click the down arrow to find an existing agent.

Record Not Found by Agent ID Search



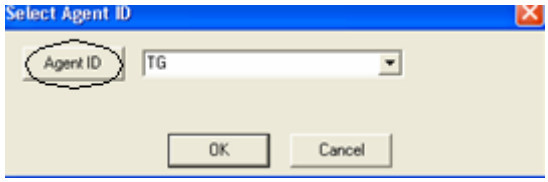
Enter a New Profile?

To create a new Sales Agent profile, click *Yes*. Edit the Sales Agent name at this time. All other profile information can be modified later. Click *OK* to save the profile.

If the Agent profile exists in Trams but you are not sure what the correct Agent ID is, highlight the Agent ID and press Delete. Click Agent ID and move to the Query screen. Click Query to see a list of Sales Agents.

Search for Existing Agent by Agent ID

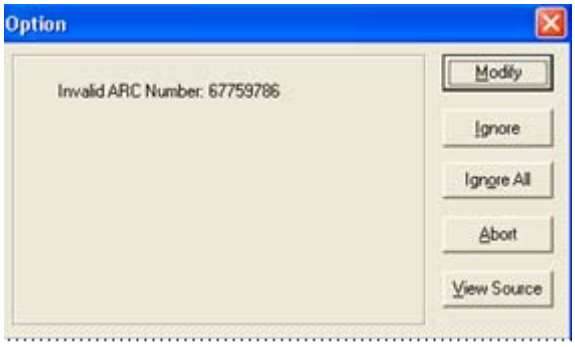
To search for an existing agent profile by agent ID, right click in the Agent field. A drop down list displays. Select search by ID and click *OK*.



Processing Errors

TBO accepts only valid invoices through the Interface Download (with a few exceptions). Invoices without valid segment information, Itineraries, Voids and Full Invoice refunds are rejected during the download procedure. Valid invoices with missing or duplicate information is available for modification in the Process procedure.

Invalid ARC Number



This error means this ARC/BSP number is not setup in the Branch Utilities. From the main menu, go to **Utilities|Setup|Branches**. Click the Add/Modify ARC/BSP button, and add the missing ARC/BSP number.

Duplicate or Invalid Invoice Number

Trams Back Office does not allow duplicate invoice numbers within the same branch. A Duplicate Invoice Number prompt may appear for various reasons. Trams does not allow duplicate invoice numbers.

1. The invoice may have been manually entered.

2. The invoice number was previously used in error.

3. The invoice was previously downloaded and resubmitted.

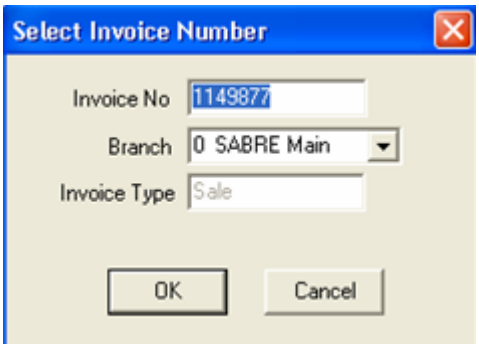
There are several options.

1. First, select *View Source* and note the details of the invoice such as passenger names and travel dates. Then select *Abort* and go to the **Invoice|Query** tab and search for the invoice number. If the record to be processed is a true duplicate invoice, and the user does not want to process the record, it can be deleted during the next download.

2) Select *Ignore* to move to the next record. The *Ignore* and *Ignore All* option does not remove the record(s) from the process log. The record remains and is reported on the Processing Log.

3) *Modify* proceeds with the processing of this record and permits the entry of a new Invoice number.

A Select Invoice Number prompt appears.



4) Enter the Invoice Number. By deleting the number in the Invoice No field, and clicking *OK*, TBO automatically assigns the next invoice number in the system. Or keep the same invoice number and capture the record to a different branch.

Duplicate Ticket Number

A Duplicate Ticket Number prompt appears for various reasons.

1. The ticket may have been manually entered.

2. The ticket was previously downloaded.

Click *OK* to accept the duplicate ticket number and continue processing records.

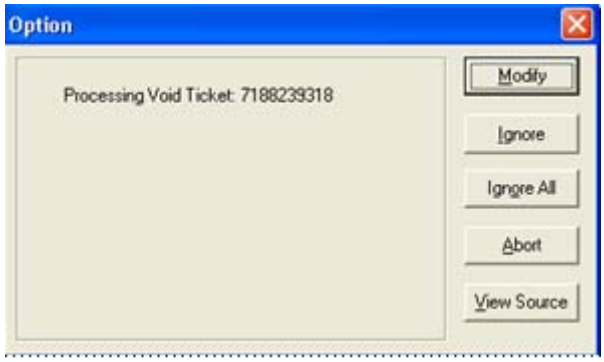
Invalid Ticket Numbers

TBO displays a slightly different message if an invalid ticket numbers exist. Verify the correct ticket number and select modify to input the appropriate number.

Processing Void Ticket

If Global Defaults is set to Prompt for void tickets, the ticket is voided without intervention if it's the only booking on the invoice. If there are multiple bookings, then the user will be given the option to void manually.

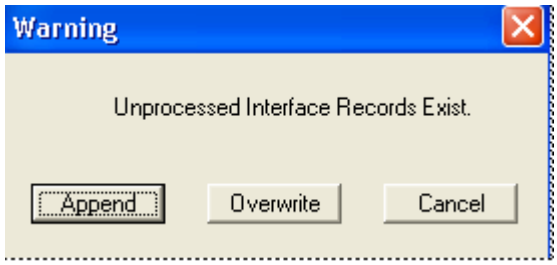
Unable to Void Ticket when the form of payment isn't a CC is another void type that needs intervention when the Global defaults is set to Prompt.



Select *Modify* to edit the Sale Invoice that contains the tickets to be voided.

Unprocessed Interface Records

If a download is attempted again, without processing all of the previous records, TBO responds with *Unprocessed Interface Records Exist*.



If records were ignored during processing, they have not been removed from the Processing Log. They remain available until the next time the download is started. They can be kept or deleted from this screen. If choosing *Append*, add new records to the existing records in the processing log. If choosing *Overwrite*, replace (delete) existing records in the processing log with new records. Choose *Cancel* to check the *Interface|Process Log* to check before continuing with the new download.

Interface Troubleshooting of Errors in Downloading

Clicking on download may result in an error message. Following each example are some common reasons

and solutions to investigate:

Error: 32 (0)

This error often means that the spool file is empty; or rather there are no records to download. Be sure records have left the GDS queue and reside in the appropriate folder.

Error: Path Not Found 3(0) FileName: C:\spool\;Proc: FOpen() C:\spool

This error also often means that the spool file is empty; or rather there are no records to download. Be sure records have left the GDS queue and reside in the appropriate folder. It does not mean that the spool folder can't be found, but the file within the spool folder isn't available. If reading from a network folder, there may not be a connection or permission to read, write and delete the records.

Automatic Interface Download & Processing Setup with Windows Task Scheduler

Set up automatic interface download and processing procedures using Windows Task Scheduler:

Steps for Setting Up Automatic Interface Download

1. Set up a user profile/login that will specifically be used for the automated download and processing routines. For assistance with user profile set see the help file section under **Utilities|User Profile**. The log in and password will be used in subsequent steps.

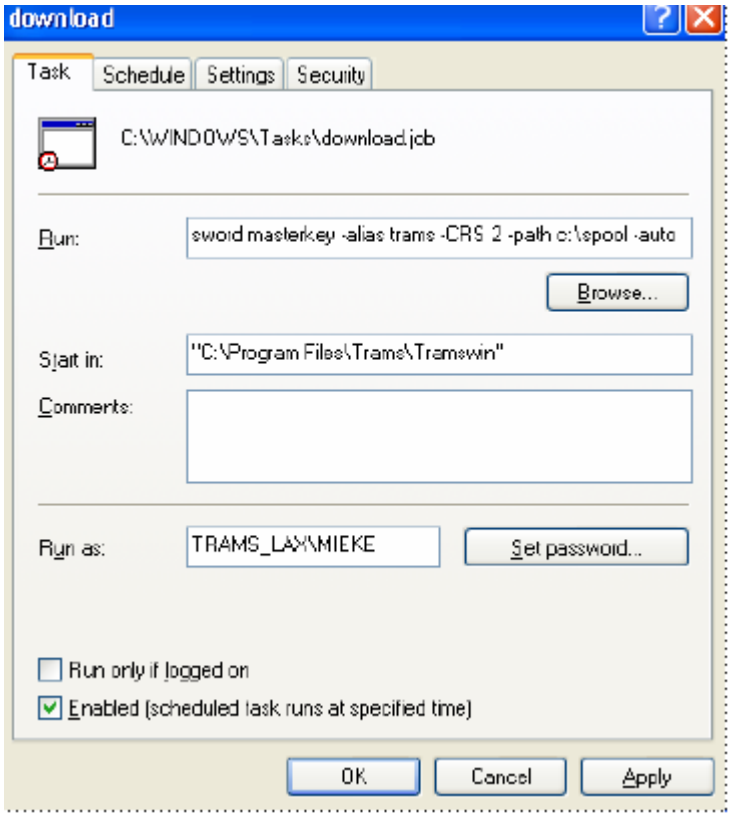
2. Go to **Start|Programs|Accessories|System Tools|Schedule Task**. Click *Add Scheduled Task.*

3. Follow the Wizard by clicking *Next,* and then *Browse* to **Program Files|Trams|Tramswin|download.exe** (or where the download.exe is located).

4. Next select how often the download is to run by selecting the following: *Start Time*, *When task is performed* and *Start Day*.

5. Enter the login for the computer (use the password entered when logging into the PC or to the network in the office, and make sure the password is correct and leave blank if there is no password). Be sure to check in the box next to *Open Advanced Properties* for this task when clicking *Finish.* A Task Tab window opens for TBO.

6. Ensure the correct information is entered (see below) in both the *RUN:* and *START IN:* fields.



Run: Enter the Trams Interface Download command-line (here's an example):

"C:\Program Files\Trams\Tramswin\download.exe" -username Interface -password ******* -alias Trams -CRS 2 -path c:\spool -auto**

Command-line parameters for example above:

"C:\Program Files\Trams\Tramswin\download.exe" - Path to where the download.exe resides

-username Interface - User log in name

-password ****** -** User password

-alias Trams - Database Alias Name

-CRS 2 - GDS System

-crs <crs no>

0=Amadeus

1=Apollo/Galileo

2=Sabre

5=Worldspan

-path c:\spool - Path to where the interface records reside

-auto - Auto download 2 12/5/2005

Download options available to use in the command-line parameter

-J (Read Apollo Itin)

-NU (Ignore Remarks UDIDs - all GDS)

-D (Dash optional on MS code entries - Worldspan related)

-NG (Ignore CC guarantee - All GDS)

-NE (Ignore e-mail updates - All GDS)

-NC (No default comm. Track FOP - All GDS)

-RC (Ignore hotel rate code - All GDS)

-NM (Worldspan specific - ignores the NM- name entry in the WS H record and reads the name from the A/1.1 level instead)

"C:\Program Files\Trams\Tramswin\download.exe -username JUDITH -password authorized -alias Trams -CRS 1 -J -NG -path c:\MIR -auto"

Important: All command line parameters after C:\Program Files\Trams\Tramswin\download.exe must have a space- (dash) before the option and "C:\Program Files\Trams\Tramswin\download.exe" must have the quotes around it.

Additional Trams Interface Download command line EXAMPLES which can be entered in the Scheduler Task screen:

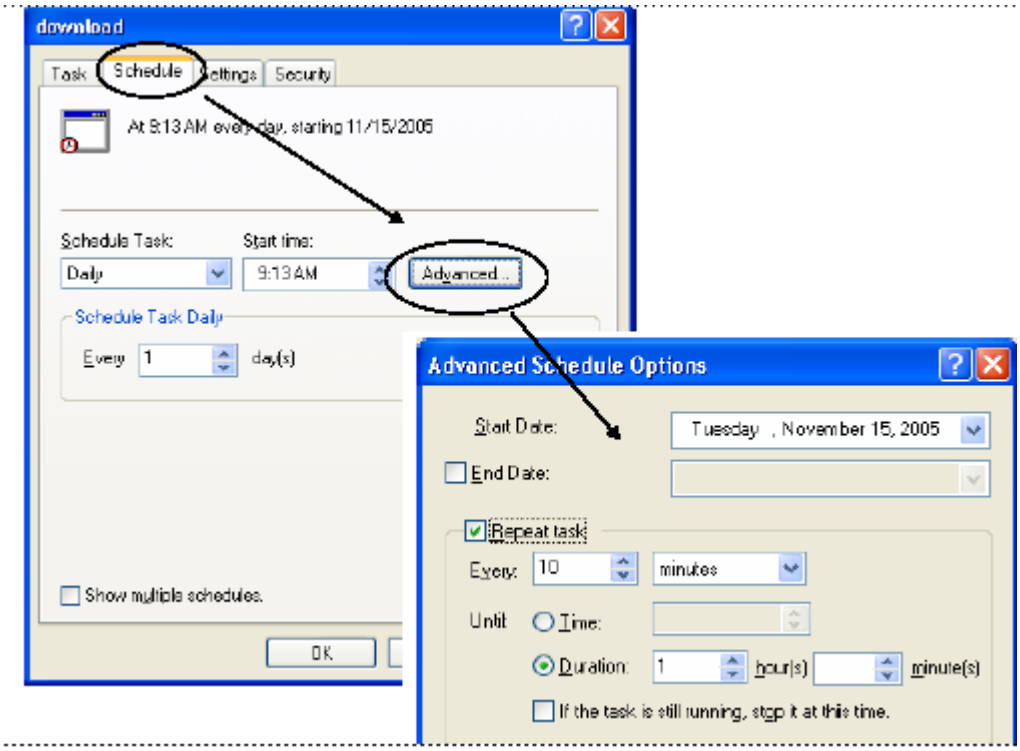
"C:\Program Files\Trams\Tramswin\download.exe -username MIEKE -password mieke -alias Trams45 -CRS 2 -path c:\Sabre2\spool -auto"

"C:\Program Files\Trams\Tramswin\download.exe -username JUDITH -password authorized -alias Trams -CRS 5 -path c:\wspan\tairs –auto

** auto download from file works only with folders containing individual records (multiple files)

Start In: This area is defaulted to the .exe file browsed to in Step 2. Make sure it is correct.

7) Select the **Schedule Tab|Advanced:**



Create a separate Download Schedule for each CRS and database.

Note: To further clarify, using this method does not utilize a user license for processing. If using **Interface|Download|Wait for New Records** and **Interface|Process|Automatic Process** options within TBO, then a user license is utilized which may become more of an issue if interfacing with all 4 GDS's concurrently.

Steps for Setting Up Automated Interface Processing in Windows Scheduler

Follow the steps above for setting up a Scheduled Task. In the *Run Line* enter (an example):

"C:\Program Files\Trams\Tramswin\Tramswin.exe" -username **SYSDBA** -password *********** -alias **Trams** -autointerface

If there are no records to process, the task will open and then close. If there are records to process the task will auto process and close, leaving the errors to be handled manually.

Steps for Setting Up Automated Import from File in Windows Scheduler

Follow the steps above for setting up a Scheduled Task. In the *Run Line* enter (an example):

Example: **"C:\Program Files (x86)\Trams\Tramswin\tramswin.exe" -username SYSDBA -password xxxxxxx -alias TRAMS -interfacefromfile C:\INTERFACE\IMPORT.TXT**

The parameter entry must specify the file path and file name. Example: -interfacefromfile C:\INTERFACE\IMPORT.TXT and would be added to the standard, required parameters. The specified file (import.txt in this example) will be deleted from the specified folder after importing it. Once the file has been imported, it is ready to be processed (same processing routine used with download/process).

6

Set Up Trams Back Office

This chapter contains directions for setting up *Trams Back Office*:

- ☐ Understanding the Agency's Needs
- ☐ Getting Started: Set Up Travel Types, Chart of Accounts, G/L Accounts, Prompt Tab in Global Defaults
- ☐ Set Up Client Balance Core Report
- ☐ Set Up Vendor Balance Core Report
- ☐ Set Up ARC/BSP Core Report
- ☐ Set Up Check Register Core Report and Bank Reconciliation
- ☐ Enter Opening Balances
- ☐ General Ledger Setup
- ☐ Suggested GL Procedures (Daily, Weekly, Monthly)
- ☐ Balancing Core Reports to Trial Balance Report
- ☐ Use of GL Reconciliation Report
- ☐ Set Up and Special Usage for Canadian Agencies

Understanding the Agency's Needs

Two things to consider before setting up *Trams Back Office*:

1) Most users have a single Balance Sheet and choose to have a single Income Statement or an Income Statement per branch. Multiple Balance Sheets are available, but are generally only needed if there is a need to print full financials (Balance Sheet and Income Statement) per branch or entity for tax reporting. This is usually only needed if branches are in separate states, or if for some other reason, separate balance sheets for tax purposes are needed.

2) *Trams Back Office* has the ability to account for invoices as Sales/Costs of Sales or Commission Income. Some agencies have used Commission Income accounting with previous back office systems and may want to consider converting to Sales/Cost of Sales when converting to *Trams Back Office* as nothing is lost, but much can be gained.

Using Sales/Cost of Sales does allow for more flexibility especially with regards to yield management

information, because we can track the sales/cost of sales for Commtrack invoices, based on the actual commission received. The cost of sales is determined by the difference between the total fare and the commission of the invoices that have a vendor payment. Converting from Commission Income to Sales/Cost of Sales accounting takes place at the time of loading beginning balances into *Trams Back Office*. When using Commission Income method accounts are "rolled up" into a Commission Income account based on the actual commission received and the sales amount is not tracked.

Getting Started

Here are the steps for setting up *Trams Back Office*:

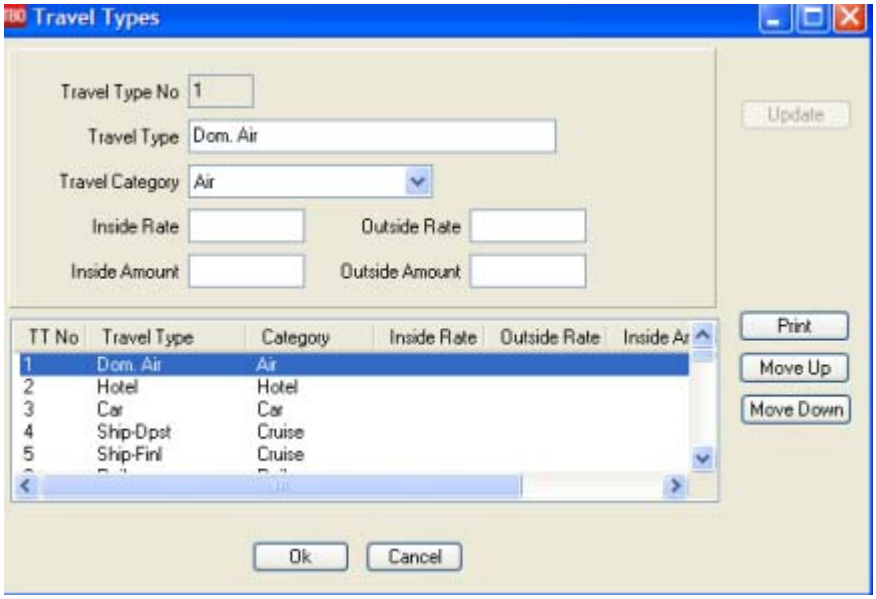
- ☐ Set Up Travel Types
- ☐ Set Up Chart of Accounts
- ☐ Set Up G/L Accounts
- ☐ Set Up Prompt Tab in Global Defaults
- ☐ Set Client Balance Core Report
- ☐ Set Up Vendor Balance Core Report
- ☐ Set Up ARC/BSP Core Report
- ☐ Set Up Check Register Core Report and Bank Reconciliation
- ☐ Enter Opening Balances
- ☐ General Ledger Setup

Travel Types

Travel Types in *Trams Back Office* are categories to organize bookings by the type of travel that they represent. For example, it is often useful to see a breakdown of the business by travel type. The travel types are initially set up as shown below. Modify any of the 50 available travel types to correspond to a category that are needed.

Remember that travel types define what Sales/Cost of Sales that will be updated during an EOP journal entry. If adding a travel type, be sure to create a GL account for the Sales/Cost of Sales accounts under **General Ledger|Accounts** and update the table under **Utilities|GL Accts**.

Selecting Travel Categories



To setup Travel Types go to **Utilities|Setup|Travel Types**

Rearrange the Travel Types by using the *Move Up* and *Move Down* buttons. However, if the agency plans to interface, we recommend NOT changing, moving or renaming DomAir, Hotel, Car, Rail, Int'l. In general, we recommend ***leaving the first eight Travel Types alone***. The first column contains the travel types used in the invoice booking screen. The second column contains pre-defined categories used to group travel types. These categories are edited by clicking on the travel type, making the changes at the top of the data entry screen and then clicking on *Update* to save those changes. (If adding a new travel type, be sure to choose the correct Travel Category from the drop-down menu.)

Travel Categories are used to facilitate the Interface from the GDS with uniform travel types. During the Interface, *Trams Back Office* searches the Travel Category column for a similar match. When it finds a match in the Category column, this record is interfaced to the proper Travel Type.

Set Up Chart of Accounts

Trams Back Office comes with default General Ledger Accounts which are easily revised. Although a tremendous amount of flexibility is available in tailoring the Chart of Accounts, the following classification rules must be followed:

Account Classifications

Acct #	*Description*	*Natural Balance*	*Increase*	*Decrease*
1000	Assets	Debit	Debit	Credit
2000	Liabilities	Credit	Credit	Debit
3000	Capital	Credit	Credit	Debit
4000	Sales	Credit	Credit	Debit
5000	Cost of Sales	Debit	Debit	Credit
6000	Expenses	Debit	Debit	Credit

Account Classifications

7000	Expenses	Debit	Debit	Credit
8000	Expenses	Debit	Debit	Credit
9000	Expenses	Debit	Debit	Credit

Within these classifications, assign account numbers and descriptions. For example, include up to 4,000 expense accounts, each of which must be numbered in the range 6000...9999. It is important to understand that every business is slightly different, with different assets, liabilities etc. Although *Trams Back Office* comes with a default Chart of Accounts, time must be spent tailoring these accounts for the business before implementing the General Ledger.

The accounts listed below are accounts automatically updated by *Trams Back Office* when creating *End of Period*, standard, and *Year End* journal entries. These accounts numbers and descriptions should be modified with caution, and if changed, update the table found in **Utilities|Setup|Gl Accounts** if the *End of Period* journal entry is to be used in *Trams*. Following is an explanation of each:

Account Definitions

1000 & 1005 Default *Cash In Bank* accounts.	*Trams Back Office* can integrate up to 100 Check Registers into the General Ledger through the End of Period journal entry. Each Check Register established in **Utilities|Setup|Bank Accounts** should have a corresponding General Ledger account set up within the General Ledger. To identify which Check Register corresponds to which General Ledger account, update the area called Bank Accounts in GL setup screen under the **Utilities|Setup|G/L Accounts** menu options.
1100 Default *Client Balances* Account	*Trams Back Office* maintains all client balances in one management report called Client Balances. Because of this, one corresponding GL account is maintained within the General Ledger. If this corresponding account is changed from the default account, update Client Balances in GL Setup screen under the **Utilities|Setup|G/L Accounts** menu options.
2000 Default *Vendor Balances* Account	*Trams Back Office* maintains all vendor balances in one management report called Vendor Balances. Because of this, one corresponding GL account is maintained within the General Ledger. If this corresponding account is changed from the default account, update Vendor Balances in GL Setup screen under the **Utilities|Setup|G/L Accounts** menu options.
2010 Default *ARC/BSP Balances* Account	*Trams Back Office* maintains all ARC/BSP balances in one management report called **ARC/BSP Balances**. Because of this, one corresponding GL account is maintained within the General Ledger. If this corresponding account is changed from the default account, update ARC/BSP Balances in GL Setup screen under the **Utilities|Setup|G/L Accounts** menu options.
3200 Retained Earnings	When doing a Year End, the total of all the 4000, 5000, 6000, 7000, 8000, and 9000 accounts are put into Retained Earnings and these accounts are set to 0.

Account Definitions	
4000-4060 5000-5060 Default *Sales and Cost of Sales* Accounts	A table located in **Utilities|Setup|Travel Types** allows users to classify sales activities into categories. Each category established in the Travel Type table should have a corresponding Sale and Cost of Sales account within the General Ledger. If these Travel Types are modified, update the General Ledger accounts so that each new Travel Type has a corresponding GL account, and then update the GL setup. **Note**: If the setting *Commission Income* is chosen under **Utilities|Setup|Global Defaults**, the table must also have a corresponding Commission Income account for each Travel Type. Accounts are 4000 series account numbers.

.

Account Types	
Detail Accounts	All *Detail* accounts are treated individually on the Detail General Ledger reports. If a *Detail* account's number is within the range specified for a *Summary* account, its balance can also be reflected as part of that *Summary's* account balance on all *Summary* General Ledger reports.
Summary Accounts	*Summary* accounts are used for summarizing a range of Detail accounts and cannot have balances posted to them. If a *Summary* General Ledger report is selected, it summarizes any account balances numbered within the *Summary* account's range.

Add to the General Ledger Chart of Accounts

To add a to the existing Chart of Accounts:

1. Click **General Ledger|Accounts**.

2. Click *New* then *Account No* field and type in the number of the General Ledger account being added. When using all the General Ledger features in *Trams*, the following series must be followed:

1000 = Assets

2000 = Liabilities

3000 = Capital

4000 = Sales

5000 = Cost of Sales

6000 - 9999 = Expenses

3. Leave the *Active GL Account* field checked.

4. In the *Account Name* field, type in the name of the account.

5. Click the arrow to the right of the *Account Type* field and choose *Detail* or *Summary.*

If adding a summary account, click the *From* and *To* fields and type in the account numbers to be summarized. Remember to include the summary General Ledger account in the range.

Note: There are two types of General Ledger accounts:

Detail: accounts to which Journal Entries are directed.

Summary: accounts used to total any detailed accounts falling under a designated range of account numbers.

For example:

6000 Telephone Summary Account

6005 Telephone - Local (Detail Account)

6010 Telephone - Long Distance (Detail Account)

6015 Telephone - Fax (Detail Account)

If there are multiple expenses for phone services, account numbers 6005, 6010, and 6015 are the detail accounts to which journal entries are directed. Account number 6000 would be the Summary account which totals the balances from the range of account numbers 6000 through 6015.

6. Click *Add* to add the account to the list.

7. Once all accounts are added, click *OK* to save.

Fly Away Travel wants to add an expense account for “Employee Fam Trips.” They create an account 6261 by Clicking *New* then entering the Account No. and the Account Name, then clicking on *Add.*

Note: The fields *Category* and *Expense Type* are used for Financial Modeling. Please refer to the Financial Modeling chapter for more detail.

Account Status

Indicate a status of active or inactive on the general ledger accounts by selecting the main *General Ledger* menu, then *Accounts*. Highlight the account and click the *Active GL Account*. When the checkmark is showing, the account is active and can be updated with a journal entry. When the checkmark is not showing, the account is dimmed and cannot be accessed or updated with a journal entry from a payment screen or general ledger Journal Entry. This provides continuity in the General Ledger and avoids entries to old accounts.

Aloha Travel Center set up a general ledger expense account for their tenth anniversary office party. After the bills were reconciled, the account was marked *inactive* preventing any further journal entries to this account.

Modifying General Ledger Chart of Accounts

General Ledger accounts can be renamed or they can be deleted if the account does not have activity attached to it. If an account can not be deleted, deactivate by removing the check mark from the box, *Active GL Account*.

To Delete a General Ledger Account

1. Click **General Ledger|Accounts**.

2. Click the account being deleted to highlight it and click *Delete*.

3. *Trams Back Office* prompts, “Delete Record? Click *YES*.

4. Once all accounts are deleted, click *OK* to save.

To Rename a General Ledger Account

1. Click **General Ledger|Accounts**.

2. Click the account being modified to highlight it. Click the *Account Name* field and type in the new account name. Click the *Update* button to store the change.

3. Once all accounts are updated, click *OK* to save.

To Deactivate a General Ledger Account

Deactivate an account when it is longer wanted, but there is journal entry history attached to the account that is needed.

1. Click **General Ledger|Accounts**.

2. Click the account being deactivated to highlight it and the *Active GL Account* box to remove the check mark. Click the *Update* button to store the change.

3. Once all accounts are updated, click *OK* to save.

Note: Inactive accounts maintain their balances and print on Financial Statements. It is suggested to zero out the account balance before making the account inactive.

To Activate a General Ledger Account

1. Click **General Ledger|Accounts**.

2. Click on the account being activated to highlight it and click the *Active GL Account* box. This places a check mark in the box. Click the *Update* button to store the change.

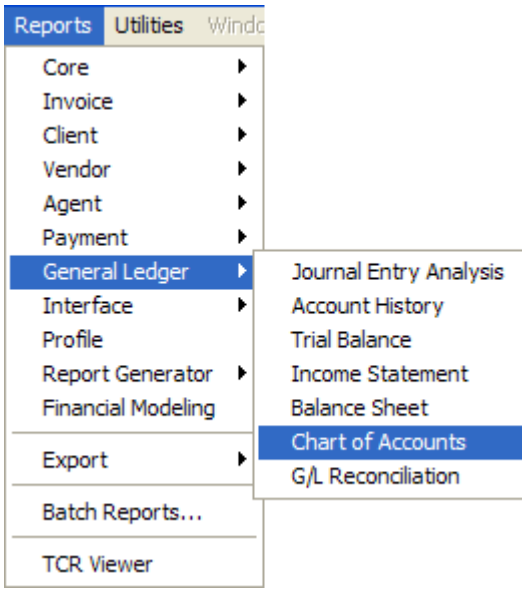
3. Once all modifications have been made, click *OK*.

Chart of Accounts Report

Click **Reports|General Ledger|Chart of Accounts**. *Trams Back Office* prompts, "*Only Active GL Accounts? Yes or No*." Choose *YES* to see only *live* accounts. Choose *NO* to see *all* accounts.

Once the report appears on the screen, click the printer icon.

Chart of Accounts Report



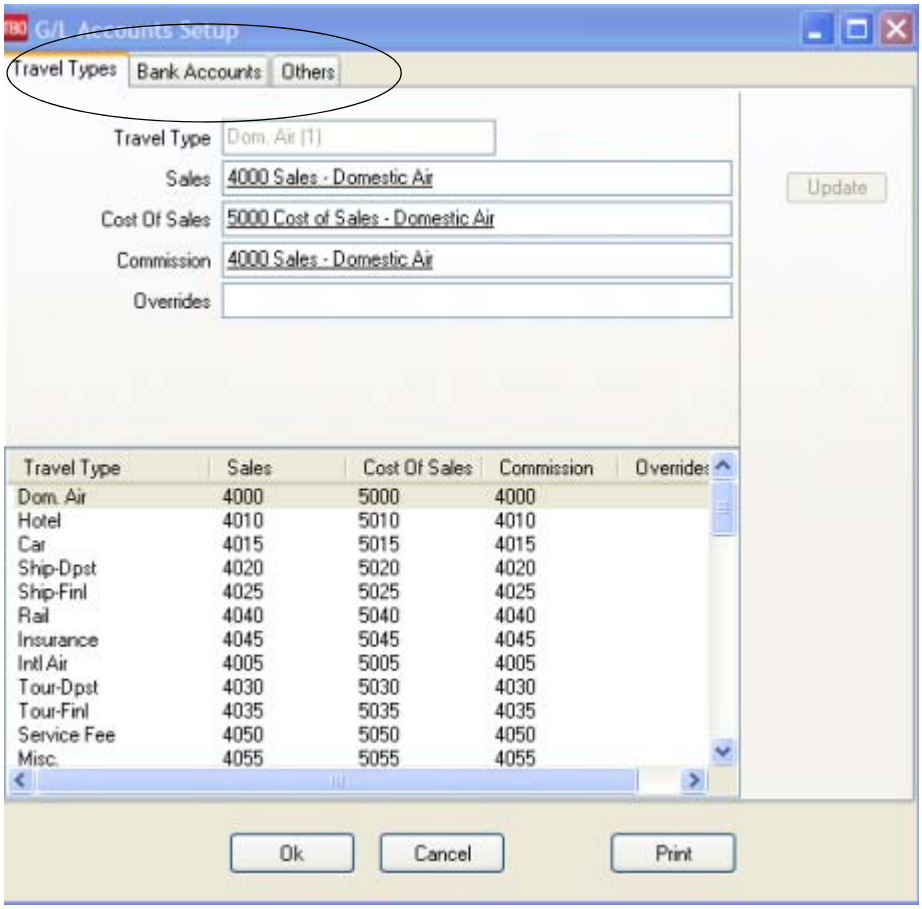
General Ledger Accounts Setup

Before setting up the GL Accounts, first set up the Travel Types table and Chart of Accounts (see sections *Travel Types* and *Setting Up Chart of Accounts* this Chapter).

1. Click **Utilities|Setup|GL Accounts**.

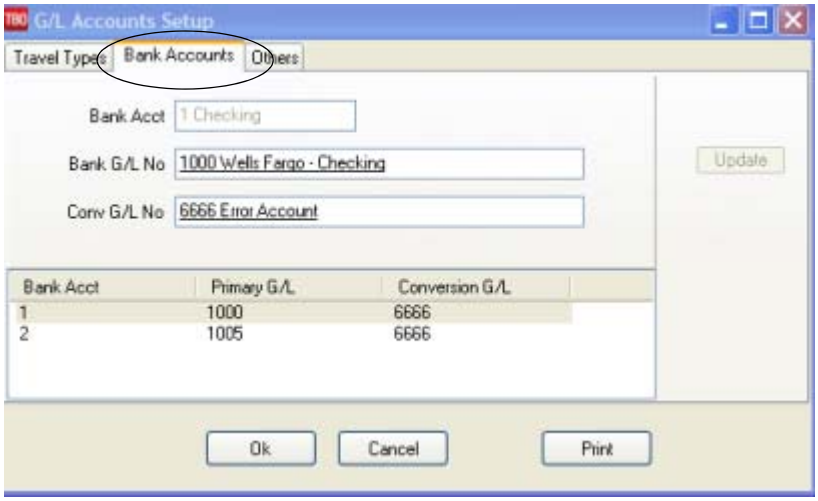
2. Match the Sales and Cost of Sales accounts from the Chart of Accounts to each Sales and Cost of Sales account for each Travel Type on the General Ledger Accounts Setup table. Each *Travel Type* needs a

separate Sales and Cost of Sales account number.



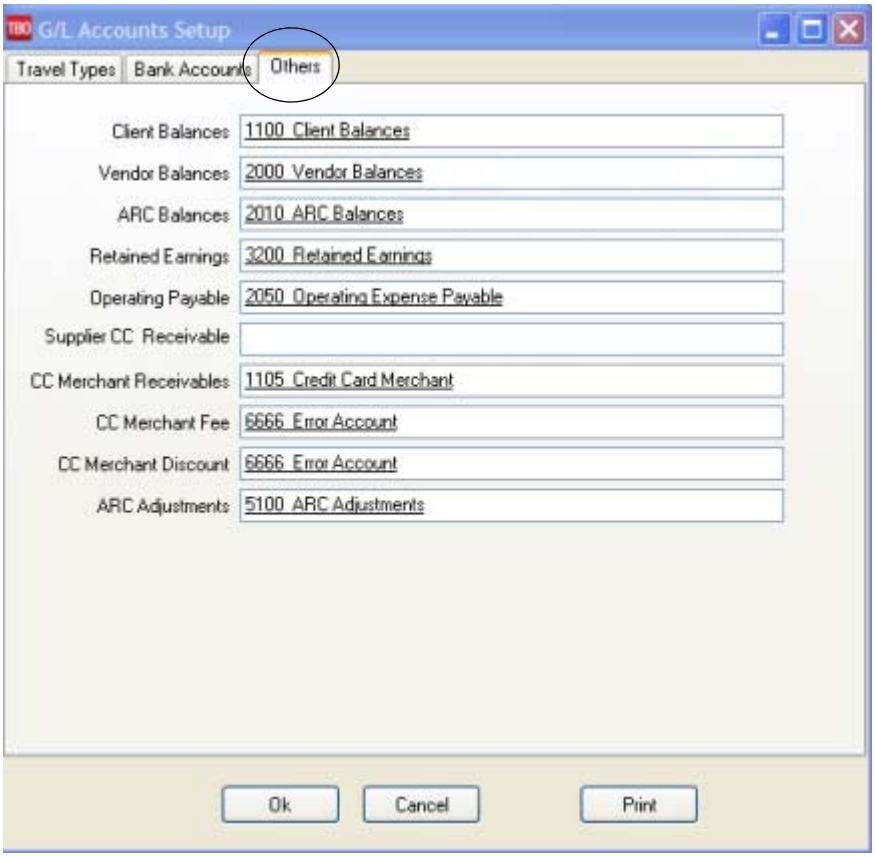
(Exception**:** If the *Comm Track Payments in EOP* field in the Global Defaults is set to *Commission Income*, there will also have to be a Commission Income account for each travel type.)

3. Next, while still under **Utilities|Setup|GL Accts***,* click the *Bank Accounts* tab.



4. Match the Bank Account numbers (1, 2, 3, etc.) to their corresponding General Ledger accounts (1000 series). If the bank account is not a foreign account, the conversion field is not needed. Therefore, type in "6666" as the account number for this field.

5. While still under **Utilities|Setup|GL Accts**, click the *Others* tab.

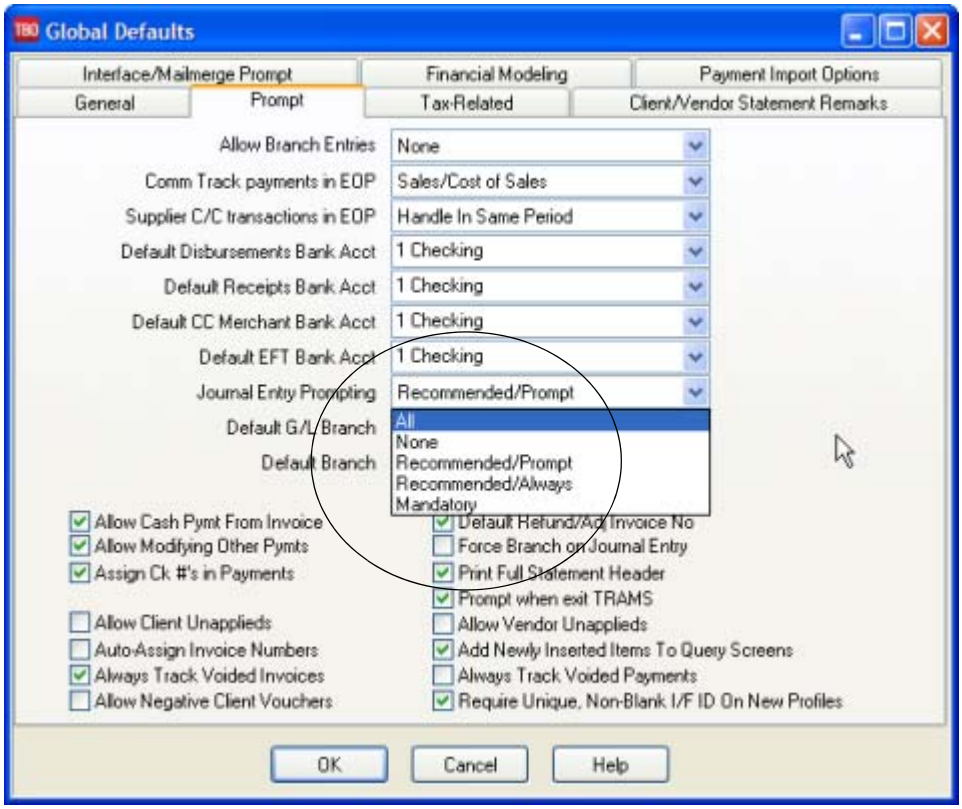


6. Match the Client Balance, Vendor Balance, ARC/BSP Balance, etc. to their corresponding General Ledger accounts. If NOT using the CC Merchant Receivables account, type in “6666” as the account number for this field.

Set Up Prompt Tab in Global Defaults

Choose a start date to enter beginning balances, usually the beginning of a month or quarter. On that start date, go to **Utilities|Setup|Global Defaults** and click on the *Prompt* tab. Under the *Journal Entry Prompting*

tab, indicate to *Trams Back Office* how interact with the program by selecting one of these settings.



1. *All* - *Trams Back Office* will prompt to create a journal entry for any payment received or made.

2. *None* - There are no prompts for the journal entry at the time of payment. While using this option, the only way to journalize a payment is by selecting General Ledger, then journal entry from the main menu.

3. *Recommended/Prompt* - *Trams Back Office prompts* to create a journal entry when payments are received or made with a pay method of *Other* or a profile type of *Other*.

4. *Recommended/Always* - *Trams Back Office* automatically displays a journal entry screen when payments are received or made with a pay method of *Other* or a profile type of *Other*. This option enters the first general ledger account necessary to fill in the journal entry. Supply the offset account to finish the journal entry. **This is *Trams Back Office* recommended setting**.

5. *Mandatory* - *Trams Back Office* requires a journal entry before the payment can be saved.

NOTE: Do NOT use setting #1or #2 if using the General Ledger in the recommended manner.

Set Up Client/Vendor Balances Core Reports

Client Balances prior to the start of *Trams Back Office* need to be entered into the *Trams Back Office* program. When client payments are received, an invoice will be present in *Trams Back Office* in order to apply payments. Client Balances are entered in *Trams Back Office* by creating invoices. Agencies have two choices when entering prior Client Balances. By using **Method One**, enter each invoice individually with complete Client, Vendor and Agent details which ensure accurate Client and Agent Statements, and Vendor detailed reports. Or create a separate invoice for each Client Balance using the “short cut” **Method Two** below. Be aware that by using this method; however, may stop the program’s flexibility resulting in inaccurate Client and Agent Statements, and Vendor detailed reports.

From Previous Back Office System, run:

* Client Balance Report (Accounts Receivable)

* Vendor Balance Report (Accounts Payable)

* Income Statement (Profit/Loss Statement)

* Balance Sheet

* Trial Balance

Set Up Client Balance Report

* In *Trams* run *Report/Core/Client Balances* **in detail** using date one day prior to the start-up date

* Compare to previous system Client Report and note differences.

* Make any entries in *Trams Back Office* to correct report (see directions below). Remember to include unapplied balances!

* Rerun Client Balance Report in detail using date one day prior to the start-up date. Verify that all balances match the report from the previous system.

Set Up Vendor Balance Report

Vendor balances prior to the start of *Trams Back Office* need to be entered into the *Trams Back Office* program. When payments are made to Vendors, an invoice will be present in *Trams Back Office* in order to apply payments. First steps for setting up the Vendor Balances:

*****In *Trams* run *Report/Core/Vendor Balances* in detail using date one day prior to the start-up date.

*Compare to previous system Vendor Balance Report and Note differences.

*Make any entries in *Trams Back Office* to correct report (see directions below). Remember to include unapplied balances.!

*Rerun Vendor Balance Report in detail using date one day prior to the start-up date. Verify that all balances are correct.

Creating Separate Invoices for Each Client/Vendor Balance - Method One

1. Click on **Invoices|Sale**.

2. To create Client Balances - Enter all invoice details pointing to the correct client, agent and vendor profiles for all **client** outstanding balances. Use the correct issue date of the invoice. Make sure the Submit To is properly set to ensure Client Balances for invoices is correct.

3. To create Vendor Balances - Enter all invoice details, pointing to the correct client, agent and vendor references for all **vendor** outstanding balances. Use the correct issue date of the invoice. Make sure the Submit To is properly set to ensure Vendor Balances for invoices is correct.

4. Go to **Reports|Core** and run a Client Balance Report and a Vendor Balance Report with dates set one day prior to the startup date.

5. Compare the Core Reports to the previous accounting system's Account Receivable and Accounts Payable.

6. Since creating an Invoice creates a Client balance and Vendor Payable which may have been paid prior to starting *Trams*, write off any outstanding balances by using directions below.

7. Add any unapplied balances by following directions below.

8. WHEN COMPLETING ENTERING ALL INVOICES AND UNAPPLIED BALANCES (and have done write-offs, if necessary), DON'T FORGET TO RERUN THE CLIENT BALANCE CORE REPORT WITH

DATES SET ONE DAY PRIOR TO THE START-UP DATE TO MAKE SURE THE BALANCES ARE ACCURATE.

Remove/Write Off a Previous Client Balance

When setting up the Core Report, remove/write off a previous Client Balance by:

1. Go to **Payments|Received**.
2. Enter the Amount of invoice to be removed/written off.
3. Use the Payment Date of one day prior to the start-up date.
4. Choose Payment Method of OTHER.
5. Under Remarks, type “Prior Receivable Write-off”.
6. In the *Name* field, enter the Client Name.
7. Toggle the invoice closed by clicking *Toggle Close*.
8. Do NOT create a Journal Entry when prompted. (When the GL is set up, create a JE and write it off to a bad debt account which is usually a 6xxx account.)

Remove/Write Off an Old Vendor Balance

When setting up the Core Report, remove/write off a previous Vendor Balance by:

1. Go to **Payments|Made**.
2. Enter the Amount of Invoice to be removed/written off.
3. Use the Payment Date of one day prior to the start-up date.
4. Choose Payment Method of OTHER.
5. Under Remarks, type “Prior Payable Write-off”.
6. In the *Name* field, enter the Vendor Name.
7. Toggle the invoice closed by clicking *Toggle Close*.
8. Do NOT create a Journal Entry when prompted. (When the GL is set up, create a JE and write it off to a bad debt account which is usually a 6xxx account.)

Set Up An Unapplied Client Balance

1. Go to **Payments|Received**.
2. Enter the Amount Client paid on account.
3. Use the Payment Date of one day prior to the start-up date.
4. Under Remarks, type “Prior Receivable”.
5. In the *Name* field, enter the Client Name. *Trams* prompts to build a new profile if it does not find a match. **Note: If creating a new Client Profile, make sure to add an Interface ID #.**
6. *TBO* prompts to create a Voucher. Click Yes and Click OK.

Set Up An Unapplied Vendor Balance

1. Go to **Payments|Made**.

2. Enter the Amount of the Vendor Balance on account.

3. Use the Payment Date of one day prior to the start-up date.

4. Under Remarks, type “Prior Payable”.

5. In the *Name* field, enter the Vendor Name. *Trams* prompts to build a new profile if it does not find a match. **Note: If creating a new Vendor Profile, make sure to add an Interface ID #.**

6. *Trams* prompts to create a Voucher. Click Yes and Click OK.

Create Invoices in Detail w/Shortcut Method Two

Client Balances are entered in *Trams* by creating invoices. Create a separate invoice for each Client Balance. Click on **Invoices|Sale**.

1. In the *Invoice* # field, type in the invoice number of the unpaid invoice.

2. The *Issue Date* is the date prior to the start-up date, e.g.12/31/xx if the start-up date is 01/01/xx.

3. In the *Remarks* field, type in *Prior Receivable* or any other free flow information.

4. In the *Name* field, enter the Client Name. *Trams* prompts to build a new profile if it does not find a match. **Note: If creating a new Client Profile, make sure to add an Interface ID #.**

5. Click *OK* to process.

6. Change the *Submit To* field to *Supplier*.

7. In the *Vendor Name* field, type in *Prior Client Balances*. *Trams* prompts to create a new profile if it does not find a match.

8. In the *Total Fare* field, type in the amount owed.

9. The *Taxes/Rate* and *Commission/Rate* fields are *0.00*.

10. Click *No* on the prompt “Enter a payment for this invoice?”

Since creating a Receivable also creates a Payable, enter a Payment Made to close off all the Vendor Balances now contained in the Profile, “Prior Client Balances.”

1. Click **Reports|Core|Vendor Balances**.

2. In the *As Of* field, enter the date. The date should be one day prior to the start date.

3. Change the *Format* field to Summary, then click *OK* to process.

4. Find the *Balance Due* total for the profile *Prior Client Balances* and make a Note of the balance.

5. Next, click **Payments|Made**.

6. In the *Amount* field, type in the total amount of the Prior Client Balances Noted from the Vendor Balance report.

7. Change the *Payment Method* to *Other*.

8. The *Pay Date* is one day prior to the start date.

9. Leave the *Check/CC No* field blank.

10. Leave the *Payment Code* field blank.

11. Leave the *Payment Group* field blank.

12. In the *Remark* field, type “*To Close Prior Payable.*”

13. Change *Profile Type* to *Vendor-Supplier*.

14. In the *Name* field, type “*Prior Client Balances.”*

15. Click *OK* to display open invoices. Click *Close All*. Click *OK* to save.

16. *Trams* prompts, "*Create a Journal Entry*? Click *NO*.

Set Up An Unapplied Client Balance

1) Go to **Payments|Received**.

2) Enter the Amount Client paid on account.

3) Use the Payment Date of one day prior to the start-up date.

4) Under Remarks, type "Prior Receivable".

5) In the *Name* field, enter the Client Name. *Trams* prompts to build a new profile if it does not find a match. **Note: If creating a new Client Profile, make sure to add an Interface ID #.**

6) TBO prompts to create a Voucher. Click *Yes* and *OK*.

Remove/Write Off a Prior Client Balance

1) Go to **Payments|Received**.

2) Enter the Amount of Invoice to be removed/written off.

3) Use the Payment Date of one day prior to the start-up date.

4) Choose Payment Method of OTHER.

5) Under Remarks, type "Prior Receivable Write-off".

6) In the *Name* field, enter the Client Name.

7) Toggle the invoice closed by clicking *Toggle Close*.

8) Do NOT create a Journal Entry when prompted. (**Note:** After the GL has been set up, write off a client balance using these directions with this current date, but you need to create a Journal Entry to credit Client Balances and debit a bad debt, agent error, or misc. adjustment account setup in the 6000's or expense accounts.)

WHEN COMPLETING ENTERING ALL INVOICES AND UNAPPLIED BALANCES (and have done write-offs, if necessary), DON'T FORGET TO RERUN THE CLIENT BALANCE CORE REPORT WITH DATES SET ONE DAY PRIOR TO THE START-UP DATE TO MAKE SURE THE BALANCES ARE ACCURATE.

Set Up Vendor Balances - w/Shortcut Method Two

Vendor balances are entered in *Trams* by creating invoices. Create a separate invoice for each vendor balance.

Note: If creating a new vendor profile, make sure to add an Interface ID #.

1. Click **Invoices|Sale**.

2. In the *Invoice* # field, type in the invoice number of the unpaid invoice.

3. The *Issue Date* is the date prior to the start-up date, e.g. 12/31/11 if the start-up date is 01/01/12.

4. In the *Remarks* field, type in *Prior Payable* or any other free flow information.

5. In the *Name* field, type *Prior Vendor Balances*. *Trams* prompts to create a new profile. (Don't forget Interface ID!)

6. Click *OK* to process.

7. Change the *Submit To* field to *Supplier*.

8. In the *Vendor Name* field, enter the name of the vendor to be paid.

9. In the *Total Fare* field, type in the amount owed.

10. Click *No* on the prompt "Enter a payment for this invoice?"

Since creating a Payable also creates a Receivable, enter a Payment Received to close off all the Client Balances now contained in the Profile, "Prior Vendor Balances."

1. Click **Reports|Core|Client Balances**.

2. In the *As Of* field, type in the date. The date should be one day prior to the start date.

3. Change the *Format* field to *Summary*, then click *OK* to process.

4. Find the *Balance Due* total for the profile *Prior Vendor Balances* and make a Note of the balance.

5. Next, click **Payments|Received**.

6. In the *Amount* field, type in the total amount for *Prior Vendor Balances*, Noted from the Client Balance report.

7. Change the *Payment Method* to *Other*.

8. The *Pay Date* is one day prior to the start date.

9. Leave the *Check/CC No* field blank.

10. Leave the *Payment Code* field blank.

11. Leave the *Payment Group* field blank.

12. In the *Remarks* field, type "*To Close Prior Receivable.*"

13. Change *Profile Type* to *Client*.

14. In the *Name* field, type in *Prior Vendor Balances*.

15. Click *OK* to display open invoices. Click *Close All*. Click *OK* to save.

16. *Trams* prompts, "Create a Journal Entry?" Click NO.

Set Up An Unapplied Vendor Balance

1. Go to **Payments|Made**.

2. Enter the Amount of the Vendor Balance on account.

3. Use the Payment Date of one day prior to the start-up date.

4. Under Remarks, type "Prior Payable".

5. In the *Name* field, enter the vendor Name. *Trams* prompts to build a new profile if it does not find a match.
Note: If creating a new Vendor Profile, make sure to add an Interface ID #.

6. *Trams* prompts to create a voucher. Click *Yes* and *OK*.

Remove/Write Off a Prior Payable Vendor Balance

1. Go to **Payments|Made**.

2. Enter the Amount of Invoice to be removed/written off.

3. Use the Payment Date of one day prior to the start-up date.

4. Choose Payment Method of OTHER.

5. Under Remarks, type “Prior Payable Write-off”.

6. In the *Name* field, enter the Vendor Name.

7. Toggle the invoice closed by clicking *Toggle Close*.

8. Do NOT create a Journal Entry when prompted. (**Note:** After the GL has been setup, write off a vendor balance using these directions with the current date, but you need to create a Journal Entry to debit Vendor Balance account and credit a bad debt, agent error, or misc. adjustment account setup in the 6000’s or expense accounts.)

Adding a Negative Payable or Vendor Receivable

To enter Cruises, Tours, etc. paid by credit card (where commission is due), a Sale Invoice is created:

1. Go to **Invoice|Sale** and enter invoices (using Method One as outlined in *Setting Up Client Balances Core Report)*.

2. Click *Yes* on the prompt “Enter a payment for this invoice?”

3. Enter credit card number.

4. Repeat for each Negative Payable.

WHEN COMPLETING ENTERING ALL INVOICES AND UNAPPLIED BALANCES (and have done write-offs, if necessary), DON’T FORGET TO RERUN THE VENDOR BALANCE CORE REPORT WITH DATES SET ONE DAY PRIOR TO THE START-UP DATE TO MAKE SURE THE BALANCES ARE ACCURATE.

Set Up the ARC/BSP Core Report

ARC/BSP balances prior to the start of *Trams*, need to be calculated and entered into *Trams Back Office*. Then when ARC/BSP withdrawals take place, the unsettled ARC/BSP Net Remits are present in the ARC/BSP General Ledger Account.

ARC/BSP Settlement if there is Old Data or Converted Data in TBO

1. Select **Payment|ARC(BSP) Settlement**.

2. Leave the Amount field and Payment Type set at the default, but change the Payment Method to OTHER.

3. For the ARC/BSP Settlement Date, use date of Sunday prior to the cutover date.

4. Type in “To Start *Trams*” in Remarks field.

5. For the ARC/BSP Period, input the earliest possible date of invoices included in the settlement in first field and use the date of the Sunday prior to the cutover date in the To field. Click OK.

6. Once inside the settlement feature, note the amount of the invoices at bottom of settlement screen and input this into the Amount field on the top and indicate the Payment Type (Received From or Paid To) at this time.

7. Click on Close All and click OK to process. DO NOT CREATE A JOURNAL ENTRY WHEN ASKED.

8. Now go to **Reports|Core|ARC or BSP** and run report with dates set one day prior to the startup date. Make sure this total agrees with previous system’s total. Retain this amount to enter into General Ledger (see next section, *General Ledger Setup*).

Only the interfacing of new records starts building the ARC/BSP Core Report for use after the StartUp Date. Do the ARC/BSP Settlement when received to reconcile the bank account and close off items on ARC Core Report.

For Clients Who Do Not Have Old/Converted ARC/BSP Data

1. A different way to determine the ARC/BSP balance as of the end of that month is to determine the last draft or deposit in that month from ARC/BSP and what ARC/BSP week that pertained to. The week following that week is still *open*.

2. Total up ARC/BSP invoices that belong to the ARC/BSP week prior to the startup date. Retain this amount to enter into the General Ledger (see next section, "General Ledger Setup").

First ARC/BSP Settlement: If Payments were Made to ARC/BSP:

1. Select **Payments|Made**, choose Cash as the Payment Type, Type "First ARC/BSP Settlement" in the Remarks field.

2. Choose profile type of "Other," and the Name, "ARC/BSP Balances."

3. If ARC/BSP was paid, when the journal entry comes up, Credit the correct Bank Account, and Debit the ARC/BSP Balances account. Click OK.

First ARC/BSP Settlement: If Payments were Received from ARC/BSP:

1. Select **Payments|Received**, choose Cash as the Payment Type, Type "First ARC/BSP Settlement" in the Remarks field.

2. Choose profile type of "Other," and the Name, "ARC/BSP Balances."

3. If the agency received money from ARC/BSP, Debit the correct Bank Account and Credit the ARC/BSP Balances Account. Click OK to save.

Only the interfacing of new records starts building the ARC/BSP Core Report for use after the startup date. From this point onward, do the ARC/BSP Settlement when received to reconcile the bank account and close off items on ARC/BSP Core Report.

Set Up the Check Register Core Report and Bank Reconciliation

To begin using the Check Register and to set up the Bank Reconciliation, prepare the following information:

- The check register balance from the checkbook as of one day prior to the start date. Example: If starting the check register 1/1/12, the ending balance from 12/31/11.
- The ending balance from the prior month's Bank Statement. i.e.: The Bank Statement from 12/31/xx.
- A list of all outstanding items that have not cleared the bank as of the bank statement's date. Include all deposits, checks and withdrawals. **Note:** Deposits can include EFT (Electronic Fund Transfer) Deposits not yet cleared the bank, including agency processed credit card transactions (CC Merchant). Withdrawals can include EFT Withdrawals not yet cleared the bank, including scheduled EFT expense withdrawals.

To help gather the information needed, complete the information below:

Bank Statement Ending Balance _____

Total of Outstanding Checks - _____

Total of Outstanding Withdrawals -_____

Total of Outstanding Deposits + _____

Ending Balance = _____

1. Click **Reports|Core|Check Register**.

2. In the *From* and *To* fields, enter the date one day prior to the start date. (e.g., From: 12/31/11, To: 12/31/11)

3. The *Bank Acct* field should be the corresponding bank account number (1, 2, 3, etc.). To change the default, type in the new number, or click the arrow next to the field to see the list.

4. Leave *Bank Reconciliation* field to the default set to *All*. Click *Preview* to process. Note the Ending Balance at the end of the report.

5. To zero out the Ending Balance enter a *Withdrawal* (**Payments|Withdrawal**) if the amount is positive or enter a *Deposit* (**Payments|Deposit**) if the amount is negative.

Note: The date of the Deposit or Withdrawal is one day prior to the start date (or one day prior to the statement end date). In the *Remark* field type, "*To zero out acct."*

6. Enter the Ending Balance from the bank statement by creating a *Deposit* if the amount is positive or a *Withdrawal* if the amount is negative. The date of the entry should be one day prior to the start date. In the *Remark* field, type "*Bank Statement Balance*."

7. Next, click **Payment|Reconciliation|Bank Reconciliation**.

8. Click *Clearing Date* and enter the date one day prior to the start date.

9. Leave *Stmt Ending Balance* blank.

10. Click *OK* to process.

11. *Trams* shows a list of payment items (Deposits, Withdrawals and Checks). Click *Clear All* to mark all items as cleared. Click OK to save.

12. *Trams* prompts, "(Number) Payment(s) Will be Marked Cleared and (Number) Payment(s) Will be Marked Uncleared. Continue? Yes or No." Click *YES*.

13. Next, enter the list of all outstanding deposits, withdrawals and checks under *Payments* with actual dates as long as they are at least one day prior to the start-up date. DO NOT CREATE A JOURNAL ENTRY WHEN PROMPTED.

14. Once all outstanding items are entered, click **Reports|Core|Check Register** and print as of one day prior to the start date, with *Bank Reconciliation* set to *All*. **Verify that the checkbook balance is correct**.

Entering Opening Balances

We recommend that Core Reports be set up in *Trams Back Office* prior to entering General Ledger opening balances. Opening Balances reflect the current state of the agency's financial position the day prior to the General Ledger start date in *Trams.* Obtain opening balances from the agency's accountant, or from the Trial Balances from the prior bookkeeping system.

IMPORTANT! Opening Balances don't have to be entered in *Trams Back Office* to use the General Ledger. However, an end a period in *Trams Back Office CANNOT BE CLOSED* without the opening balances.

General Ledger Setup

The General Ledger does not need to be "turned on" because it is always active. Print monthly financial reports at any time without putting in the beginning balances. However, if accurate financial reports are wanted year-to-date, it is *required* that the General Ledger be set up with accurate beginning balances and then balance the General Ledger on a monthly basis.

1. Before beginning, establish the Four Core reports as described in previous section. After establishing the Core Reports, there is a solid foundation on which to build the General Ledger.

2. Determine the General Ledger implementation date, *e.g.0*1/01/xx.

3. Get the General Ledger ending balances from the previous accounting program, manual bookkeeping records, or the agency accountant. The balances need to be from the day *prior* to the implementation date. (*e.g.* if the implementation date is 01/01/12, balances are from 12/31/11.)

Note: It is not necessary to have the General Ledger ending balances to implement the General Ledger as long as the Four Core reports are accurate.

4. The *Travel Types* table, *General Ledger Accounts* table, and the *Chart of Accounts* should all correspond. The Chart of Accounts should have a *Sales* and *Cost of Sales* account for each travel type listed in the Travel Type table. The General Ledger Accounts table should coincide with both the Chart of Accounts and Travel Type table. (For additional information on setup procedures for these tables, see General Ledger Accounts Setup below.)

5. Click **Reports|General Ledger|Trial Balance** and print the *Trial Balance* report. Enter the *As Of* date as one day prior to the General Ledger start date, *e.g.* 12/31/xx. Verify that the Pseudo Post box is selected. Click *Preview* to view to the screen (or click *Print* to send directly to the printer without viewing first). Once the report is displayed on the screen, click the Printer icon to print. Check the report for any accounts with balances. If there are accounts with balances, proceed to step 6 to *zero out* balances, in order to start with a clean General Ledger. If the account balances on the Trial Balance are zero, skip to step 7.

6. To *zero out* account balances on the Trial Balance report, click **General Ledger|Journal Entry** and create a *journal entry* to reverse them. Enter the *Activity Date* as the day prior to the implementation date. In *Remarks* field**,** type in "*To Zero Out General Ledger*." In the *Account Name & Number* field, enter the *Account Name* or *Number* or click the arrow to choose from the list. Enter the *amount* as the opposite of how it appears on the Trial Balance report. (*e.g. A*ccount 2000 shows a *credit* of $400.00 on the Trial Balance. The journal entry will be a *debit* of $400.00 to account 2000.) Once all accounts are entered and debits and credit equal, click *OK* to save. After reversing all balances, print a new Trial Balance, with Pseudo Post selected. The report should now be *zero*. If it is not, repeat steps 4 and 5.

7. Print the Four Core Reports as of the day prior to the implementation date. Verify that the Core report balances match the ending balances from the accountant or prior bookkeeping system.

8. Enter new beginning balances in the General Ledger by clicking **General Ledger|Journal Entry**. Enter the *Activity Date* as the day prior to the implementation date. In the *Remarks* field**,** type in *"Beginning Balances."* In the *Account Name & Number* field, enter the Account Name or Number, or click the arrow to select from the list. Enter the *Amount* in the *Debit* or *Credit* column. If entering balances from a previous accounting system or from the accountant, copy the information line by line. If entering *Core Report balances only*, see below.

9. From the Check Register report, enter the *Ending Balance* into the *Cash in Bank* account. (1000 series number) If the ending balance on the Check Register report is positive, enter the amount in the debit column. If the ending balance is negative, enter the amount in the credit column.

10. From the Client Balances report, enter the *Balance Due* total into the *Client Balances* account. (1000 series number) If the report total is a positive amount, enter in the amount in the debit column. If the report total is negative, enter in the credit column.

11. From the Vendor Balances report, enter the *Balance Due* total into the *Vendor Balances* account. (2000 series number) If the total is a positive amount, enter in the amount in the debit column. If the total is negative, enter in the amount in the credit column.

12. For the ARC/BSP Balances, enter the *Net Remit* balance into the *ARC/BSP Balances* account. (2000 series number) If the ARC/BSP Balance is positive, (ARC/BSP owes the agency) enter in the debit column. If the ARC/BSP Balance is negative, (ARC/BSP is owed) enter in the credit column.

13. To balance the journal entry, put the difference between the debits and credits in the *3999 - Suspense Account.* Set this account up if it does not already exist. (See Add To the General Ledger Chart Of Accounts in this chapter.)

14. Once all accounts are entered and debits and credits equal, click *OK* to save. If debits and credits do not balance, go back and check all the amounts in the journal entry against all the amounts from the previous Balance sheet.

15. Now print the Trial Balance Report and compare against the Four Core reports and verify that they are all in balance.

16. Finally, once having verified the General Ledger amounts are in balance, *Post* the journal entry to the General Ledger. **This makes it permanent**. To post, click **General Ledger|Posting**. In the *Latest Posting Date* field, enter date as the day prior to the implementation date. (*i.e.*12/31/04)

NOTE: Once the journal entry has been posted, print a final copy of the Four Core Reports and the Trial Balance report to keep in the agency files.

From this point forward maintain the General Ledger on a monthly basis by balancing the General Ledger to the Four Core reports. (See *Maintaining the General Ledger* below.)

Suggested General Ledger Procedures

1. **ARC/BSP Balance Report**

- Enter sales and payment information on a daily basis.

- Submit the report weekly to ARC/BSP.

- Reconcile the ARC/BSP Settlement each week.

2. **Client Balances Report**

- Enter sales and payment information on a daily basis.

- View on a regular basis and review for accuracy.

3. **Vendor Balances Report**

- Enter sales and payment information on a daily basis.

- View on a regular basis and review for accuracy.

4. **Check Register Report**

- Enter Deposits, Withdrawals and Checks on a daily basis.

- Balance and reconcile against the Bank Statement each month.

Daily Routine

1. Capture Sale and Refund Invoices (manual or interface). Enter all adjustment invoices such as debit/credit memos.

2. Enter Receipts and balance the Bank Deposit:

a) Enter each separate receipt under **Payments|Received**. (If there is information available, consider entering any EFT (Electronic Fund Transfer) or Direct Deposit receipts for the day. As these type transactions hit the Check Register directly, these items are not included in the daily deposit to the bank.)

b) Under **Payments|Deposits**, verify the date for which the deposit is being done and *Query* for the receipts to be included in the Deposit.

c) Verify the receipts that are included are receipts actually going to be deposited in the bank.

d) Print 2 deposit slips - one for the agency records and one for the bank.

3. Print a copy of a Receipts Report (**Reports|Payments|Receipts**) for all Cash/Check receipts for each

bank account for the day. Balance the total on the report to the bank deposit slip. Attach the report to the agency copy of the deposit slip and file.

4. Enter all agency disbursements in **Payments|Made**.

5. Run the Four Core Reports and review for errors: Client Balances, Vendor Balances, ARC/BSP Reconciliation and Check Register.

6. Run the G/L Reconciliation Report to catch any G/L errors daily.

7. Backup files (**Utilities|Backup)!**

Weekly (ARC/IAR Sales Report/Reconciliation) Routine

Step 1. Check that the data in the IAR Sales Report matches data in *Trams Back Office* by one of three methods:

a) Method One: Run a list of all invoices captured in *Trams* by going into **Reports|Invoice|Analysis** and verifying that all invoices for the week are accounted for in *Trams*. Then, run a list of all tickets captured in *Trams* by going into **Reports|Invoice|ARC/BSP Reconciliation** and verifying that all tickets issued for the week are accounted for in *Trams*, and be sure to set ticket status to **ALL**.

b) Method Two: Download the IAR file from the IAR website. Go to **Reports|Invoice|IAR Reconciliation** and click the IAR File button to point to the path of the downloaded .txt file obtained from the IAR website. Print out an Exception Report which points out differences between what was submitted to IAR and *Trams* Back Office.

c) Method Three: Download the IAR file from the IAR website.

-- Go to **Payments|ARC Settlement**.

-- Query for the week's ARC tickets so they are displayed on the settlement screen.

-- Click IAR Reconciliation on the ARC Settlement screen.

-- Click IAR Filename and map to the weekly IAR file.

-- Click Query to see the standard IAR Reconciliation Report.

-- For tickets where *Net Remit Do Not Match*, *Ticket Is Voided in IAR but Not in Trams*, or *Missing IAR Ticket*, click *Find Ticket* and the cursor lands on the appropriate ticket on the ARC Settlement screen so *Edit Invoice* appears as normal.

-- For tickets that are *Voided In Trams but Not In IAR*, click *Find Ticket* to go to the booking containing that voided ticket in TBO, so it can be unvoided, allowing the ticket to now show correctly on the ARC Settlement Screen.

-- For any exceptions that are *Missing Trams Ticket*, click off the IAR Reconciliation screen, and manually add the missing tickets. If doing this method, no need to do Steps 2 and 4 below.

Note: This is the same IAR Reconciliation exception report that was only available before under **Reports|Invoice|IAR Reconciliation**. The IAR Reconciliation from the ARC Settlement screen works the same way and provides that same exception report, but now has linking ability to the tickets displayed on the ARC Settlement Screen.

Step 2. Enter any missing Refunds, Debit Memos, Voids, etc. so *Trams Back Office* agrees with IAR Sales Report.

Step 3. Enter and balance the ARC/BSP Settlement for the week under **Payments|ARC Settlement**. Do this by comparing the amount withdrawn to the amount *Trams* calculated as the Net Remittance amount for that ARC/BSP week. If the two numbers do not balance exactly, review the ARC/BSP Settlement section of this manual.

Step 4. Submit the IAR Sales Report.

If processing through ARC/IAR, complete the ARC Settlement right after submitting the IAR Sales Report.

Weekly (BSP Sales Report/Reconciliation)

Complete the BSP Settlement after Weekly Sales Summary has been received from BSP as amounts could be changed from what was submitted.

1. Print an Invoice Analysis Report (**Reports|Invoice|Analysis**) to verify all invoices issued during the week are entered in *Trams*.

2. Print a BSP Reconciliation Report (**Reports|Core|BSP Reconciliation**). Set the ticket status to ALL to verify all tickets issued for the week are entered in *Trams*.

3. Submit BSP Link report through the Internet. If necessary, print the BSP Report (**Report|Invoice|BSP**), set the *Included Items* to *Manual,* and mail it to the area bank.

4. If not using the BSP Link, print the BSP Report (**Reports/Invoice/BSP**) and mail it to the area bank with the auditors' coupons from the tickets issued, **or** verify cash and credit card totals and period net remit if submitting the report through BSP Link.

5. Reconcile BSP's Weekly Sales Summary Report by entering the amount of the BSP Withdrawal in **Payments|BSP Settlement.** Adjust each *Trams* entry to match BSP's report and close all bookings paid for in that BSP period.

Weekly BSP HOT Reconciliation Routine

A BSP HOT Reconciliation can be found under **Reports|Invoice|BSP Reconciliation**. To receive a copy of the BSP Report in the HOT file format, contact:

www.IATA.org/customer

Trams Back Office compares the data in the HOT file to the information in *Trams Back Office* and generates an exception report which lists all the differences between the *Trams Back Office* data and the HOT file. Once the transactions on the exceptions reports have been addressed, the BSP Settlement routine can be completed. The *Submit to* field in the TBO booking must be set to BSP (for both BSP and Web bookings reported via BSP). For web booking exchange transactions, see additional information below.

Reconciliation Steps:

1. Download the HOT file from the IATA Web Site

2. In TBO, go to Reports/Invoice/HOT Reconciliation

3. Click the HOT File Button and browse to where the file was saved

4. Click the Preview Button

5. Reconcile the Exceptions that appear on the Exception Report

Sample Exceptions:

Ticket #	Inv #	Exception Reason
7771113333	5589	Missing HOT Ticket – Ticket is not listed in the HOT file
7771113358	5598	Missing TBO Ticket – Ticket is listed in the HOT file but cannot be found in TBO
7771113362	5600	Remittance Amounts do not match – Commission amounts do not match

7771113375	5612	Total Fares do not match – Ticket amount does not match total fare amount in TBO

Non-automated air web booking exchanges (Air Canada, Westjet, etc.), must contain *Trams* Descriptor codes to properly flag the transaction as an exchange. The original ticket number must also be added to populate the original ticket field in the booking.

Examples (to be added in addition to other accounting line information):

*EXE – Even exchange

*EXA – Exchange with an add collect

*EXR – Exchange Refund

*OT – Original Ticket number

Sabre

*ACOTH1/SUPPLY/DOC/P11/950.00/0/ALL/CK/*SBA*TT1*VCAC*EXE*OT7771113375*

Worldspan

*AC1-A*TT1*VCAC*EXE*OT7771113375*

Apollo

*T-MS9A*VCAC*TT1*CM10*CF123456*SG*EXE*OT7771113375*

Amadeus

*RM*9A*VCAC*TT1*CM10*CF123456*SG*EXE*OT7771113375*

Monthly Checklist

1. Using *Trams Back Office* Bank Reconciliation routine under (**Payments|Bank Reconciliation**), balance the bank statement to the *Trams Back Office* check register. Print a copy of the Check Register for the month for ALL along with a second Check Register Report for Not Cleared, and staple it to the statement from the bank and file.

2. Create an End of Period journal entry (**General Ledger|End of Period**) for the month.

3. Print a trial balance. Compare the Management Summary Report balances to their corresponding General Ledger accounts and make sure they are the same. If not, print a GL Reconciliation (**Reports|General Ledger|GL Reconciliation**) to locate any possible errors. **Note:** There is a *Total Base* column on this report, The yield percentage is the commission divided by total base.

Optional: Run a Journal Entry Query with the *Status* set as *Unposted*. Run for an appropriate posted period, year-to-date of last posted period, last-year-to date of last posted period, etc., to view any unposted items that someone might have added or changed in a posted period. Verify or delete those items, post them, and run new monthly financials to reflect the changes made.

4. When (and only when) everything is in balance, post the journal entries made and print Financial Statements. Audit Trail reports could include Trial Balance, Income Statement, Balance Sheet, End of Period Reports, Account History, or Journal Entry Analysis.

TBO End of Period Reports

End of Period reports can be found under **Reports|Batch Reports|Load**.

1. Sales Activity Report: Select **Reports|Invoice|Activity**. Set Format to “Summary”, set Submit To as

"ARC or BSP/Supplier" and set Invoice Status to "All."

Trams uses this report to show what has been updated in the GL by the End of Period in Sales, Cost of Sales, Client Balances, Vendor Balances and ARC/BSP Balances. The ARC/BSP Adjustments account is also updated for Debit/Credit Invoices.

2. Sales Activity Report: Select **Reports|Invoice|Activity**. Set Format to "Summary", set Submit To as "Comm Track" and set Invoice Status to "Closed."

If Commission Track Payments in EOP under **Utilities|Setup|Global Defaults** is set to the Sales/Cost of Sales option, *Trams* uses this report to show what has been updated in the GL by EOP in Sales, Cost of Sales and Cash in Bank. If it is set to the Commission Income option, *Trams* updates Cash in Bank and Commission Income.

3. Receipts Report: Select **Reports|Payments|Receipts**. Set the Pay Method as "Credit Card" and set Received From as "Client."

Trams uses this report to show what has been update by the EOP in Client Balances, Vendor Balances & ARC/BSP Balances.

4. Disbursements Report: Select **Reports|Payments|Disbursements**. Set the Pay Method to "Credit Card" and set Paid To as "Client."

Trams uses this report to show what has been updated by EOP in Client Balances, Vendor Balances & ARC/BSP Balances.

5. Receipts Report: Select **Reports|Payments|Receipts**. Set the Pay Method to "Cash/Check/EFT" and set Received From as "Client." *Trams* creates this report for each bank account. The system creates the report a second time with Received From set to "Vendor."

Trams uses this report to show what has been updated by EOP in Cash, Client Balances & Vendor Balances. The Receipts Report also shows EOP updates in ARC/BSP Balances for EFT's from ARC/BSP.

6. Disbursements Report: Select **Reports|Payments|Disbursements**. Set the Pay Method to "Cash/Check/EFT" and set Profile Type as "Client." *Trams* creates this report for each bank account. The system creates the report a second time with Paid To set to "Vendor."

Trams uses this report to show EOP updates in Cash, Client Balances and Vendor Balances. The Disbursements Report also updates ARC/BSP Balances for EFT's to ARC/BSP.

7. Receipts Report: Select **Reports|Payments|Receipts**. Set the Pay Method to "CC Merchant" and set Received From as "Client."

Trams uses this report to show EOP updates in Cash and the CC Merchant account.

8. Disbursements Report: Select **Reports|Payments|Disbursements**. Set the Pay Method to "CC Merchant" and set Paid To as "Client."

Trams uses this report to show EOP updates to Cash and the CC Merchant account.

Additional End of Period Reports for BSP Users

At the end of each month, run the following reports to verify the amount of TAX to be paid.

1) Run an Invoice Activity Report by going to **Reports|Invoice|Activity.**

2) Compare the tax amounts on this report with the amounts in the Balance Sheet accounts created for these taxes (**Reports|General Ledger|Account History)**.

3) When sending the quarterly check to pay the tax due, go to **Payments|Made**. Enter the amount of the tax due. Use the profile type "Other" that was created for these taxes and create the following journal entry:

	Debit	**Credit**

Cash in Bank		500.00
GST Payable	500.00	

Summary

If the Core Reports are being successfully maintained, financial statements are easily obtained through *Trams,* provided opening balances have been correctly entered. It is important to provide these basic financial statements, as well as a detailed audit trail, to the agency accountant for review. In addition to the Income Statement and Balance Sheet reports, several audit trail reports, including the Account History report, are also available.

Note: The recommendations contained in this application Note are designed to allow the *Trams Back Office* system to produce information in a manner which *Trams* believes to be useful to a travel agency; however, *Trams* makes no representation or warranty that the recommendations, if applied, will conform to generally accepted accounting or auditing practices or principals or to any type of financial reporting requirements. To the extent that any reports generated by *Trams Back Office* are used for reporting purposes, including tax reporting, we strongly suggest to review these recommendations either with a certified public accountant or tax advisor, as applicable.

Maintain the GL & Balancing Core Reports to Trial Balance Report

Once the bank statement and all ARC/BSP reports for the month are reconciled:

1. Click **General Ledger|End of Period** and create the *End of Period* journal entry.

2. Print the *Trial Balance Report*. (**Reports|General Ledger|Trial Balance**)

3. Print the Management Summary Report and Note the balances for the following Core Report totals:

   Client Balances

   Vendor Balances

   ARC Balances

   Check Register

Note: There is a *Total Base* column on this report, The yield percentage is the commission divided by total base.

5. Each month, compare the *Ending Balances* of all *Core Reports* against the *Trial Balance* Report. The Core Reports and the Trial Balance Report should balance to the penny *before* posting occurs. If one or more of the Core Reports does not balance to the Trial Balance, print the *GL Reconciliation Report*.

   a. Click **Reports|General Ledger|GL Reconciliation**.

   b. Although not every entry on this report needs to be cleared off, the report gives the best idea of why the Trial Balance is out of balance. Check each item's warning message. (For warning definitions see the manual under **Reports|General Ledger|GL Reconciliation Report**.) To make corrections, Void the End of Period first.

   c. After making corrections, create the End of Period journal entry again.

   d. Print the Core Reports again, along with the Trial Balance Report.

   e. Verify that the Core Reports and the Trial Balance are now in sync.

6. When the Four Core Reports match the Trial Balance, go ahead and post. Posting to the General Ledger is permanent. Changes can no longer be made to the journal entries; however, adjusting journal entries can

always be added to the period if needed. Click **General Ledger|Posting** and *Post* to the General Ledger.

GL Reconciliation Report

The GL Reconciliation report is used to aid in reconciling financial reports at the end of the month. It flags items that could possibly cause financials to be out of balance when compared against the Core reports.

1. Select **Reports|General Ledger|GL Reconciliation**.

2. Type in the *From* and *To* dates for the period being reconciled.
3. Click *Preview* to view on screen. (Or click *Print* to send report directly to the printer without viewing.)
4. The report displays a list of items that may need correcting. Query each item and correct it if needed.

Possible GL Reconciliation messages are listed below.

Message	Description
Payable is not Journalized and Should Be	
Payment Is Journalized and Shouldn't Be	Only Payments Received and Made where the Profile Type is Other or where the Payment Method is Other, or Bank Withdrawals should be journalized.
Payment Is Not Journalized and Should Be	Payments Received and Made where the Profile Type is Other, or where the Payment Method is Other, or Bank Withdrawals **must** have a journal entry.
Payment Amount Doesn't Match Journal Entry Amount	The amount of the payment does not match the amount posted to the Cash in Bank account in the journal entry. This message also appears if the amount is being posted to the incorrect Cash in Bank account or the debits and credits have been reversed.
Payment Date Doesn't Match Journal Entry Date	The date on the payment screen should always match the date in the journal entry screen.

Pymt Invalid For JE That Affects Client Balances***	1) A journal entry should only affect Client Balances when a Payment Received or Made is entered that has a payment method of Other and a profile type of Client. 2) A Pseudo EOP entry exists.
Pymt Invalid For JE That Affects ARC/BSP***	1) A journal entry should only affect ARC/BSP when a Payment Received or Made is entered that has a payment method of EFT and a profile type of Vendor-ARC/BSP. 2) A Pseudo EOP entry exists.
Pymt Invalid For JE That Affects Vendor Balances***	1) A journal entry should only affect Vendor Balances when a Payment Received or Made is entered that has a payment method of Other and a profile type of Vendor-Supplier. 2) A Pseudo EOP entry exists.
Pymt Invalid For JE That Affects Cash In Bank***	1) A journal entry should only affect Cash in Bank when a Payment Received or Made is entered that has a payment method of cash, check or EFT and a profile type of Client, Vendor or Other. Also for Bank Withdrawals. 2) A Pseudo EOP entry exists.
Credit Card Pymt Date Doesn't Match Invoice Date	A client payment with a payment method of Credit Card should have the same date of the invoice.
Bank Account #1 Difference Between Receipts And Deposits: 500.00	There should always be a receipts report to match every deposit. The message means there is a discrepancy and the deposit entered needs to be re-reconciled.
Zero Dollar Client or Vendor Balance Journal Entries Exist	User creates a payment received from a client with a payment method of other, invoice appears and user marks it closed. When the journal entry comes up TBO shows credit to Client Balances (which is correct), but the user then makes the Debit to Client Balances also which throws off the GL.

*** When a Posted End of Period is voided, the entry is converted back into a normal journal entry and a reversing journal entry is also created. This results in these messages seen here. If receiving these messages as the result of a voided End of Period, ignore the message.

Canadian TBO Set Up and Special Usage

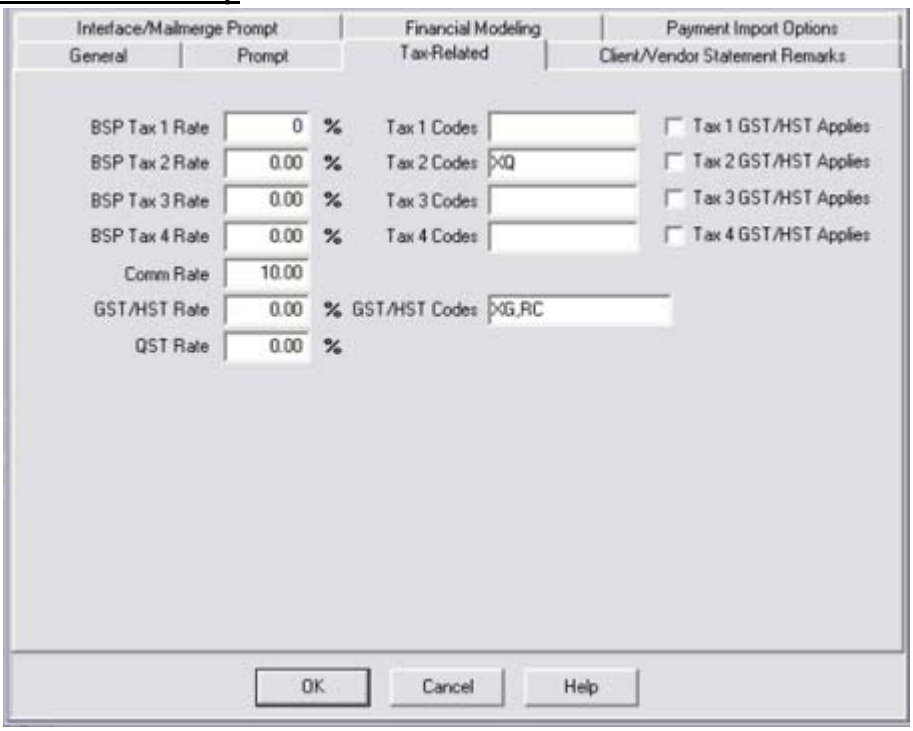
This section of the TBO manual is for Canadian setup and usage. Please read through this section and mark it as a favorite in the help files for reference. Canadian agencies should follow the setup as outlined for all users in this section with the following exceptions.

BSP Taxes Initial Setup

Canadian taxes can get complicated. Here are the suggested steps to setting up the tax table in TBO. This needs to be setup prior to interfacing. If working with GDS Integration, get help with this after filling out an Interface Appointment sheet or set up an appointment by e-mailing **Trams.GDSDesk@sabre.com**.

1) Go to **Utilities|Setup|Global Defaults|Tax Related Tab** to designate which taxes go to which tax fields when interfacing from the reservation system.

All Provinces Setup



BSP TAX 1: Leave Blank.

BSP TAX 2: Leave Blank, except Quebec, enter XQ.

BSP TAX 3: Leave Blank (if any other taxes need to be tracked, do so in this or TAX 4 box).

BSP TAX 4: Leave Blank.

Comm Rate: 5% or 10% (What is preference to use for interfacing?) The commission rate for vendors used in reservations defaults to the vendor commission field in the TBO vendor profile. If the vendor default commission in TBO is blank, then the commission defaults to the amount entered in the field called Comm Rate.

HST/GST Rate: Enter the rate based on the province.

QST Rate: 7.5% subject to change by government regulation.

Tax 1 Codes: Leave Blank.

Tax 1 GST Applies: Leave Blank.

Tax 2 Codes - Taxes wanted to report for clients; i.e. a Quebec agency wants to report to their client how much XQ Tax clients have paid, so they would put XQ in this field.)

Tax 2 GST Applies: Leave Blank.

Tax 3 Codes: Put code on any other tax to report.

Tax 3 GST Applies: Leave Blank.

Tax 4 Codes: Put code on any other tax to report.
Tax 4 GST Applies: Leave Blank.

GST Codes - For Canada use XG,RC code only.

IMPORTANT CONSIDERATIONS:

Since the **Client GST/HST** is passed to *Trams Back Office* either via the GDS or the invoice generated from a ClientBase Res Card, our focus in this update has been on implementing place of supply logic to better default the percentage used to calculate the **Commission GST/HST**.

A hard coded table of Provinces and their applicable GST/HST rates has been added that will be referenced during interface processing based on the rules of supply enhancement.

AB 5%

BC 12%

MB 5%

NB 13%

NL/NF 13%

NS 15%

NT 5%

NU 5%

ON 13%

PE 5%

QC 5%

SK 5%

YT 5%

To comply with the rules, a two prong approach was implemented.

1. Create logic to determine the place of supply based on the Travel Category.

2. Once the place of supply is determined, do a lookup of the Province GST/HST Rate associated with each Province.

The new Commission GST/HST logic is only applied during interface processing. Invoices generated from ClientBase contain the Commission GST/HST based on Agent input.

Using the Travel Category to Determine Place of Supply Logic

During interface processing, based on the travel category linked to the travel type, logic will be applied to determine the Province of supply. Once the Province is identified, the Province rate will be determined based on a hard coded rate table.

Travel Categories that use the Province in the Vendor Profile:

Air

Hotel

Cruise

Tour

Rail

Transportation

Travel Category that Use the City in the Itinerary Field of the Booking Record:

Car

Travel Category that use the Province in the Client Profile:

Service Fees

Travel Categories that are HST Exempt:

Insurance

International

Zero Rated

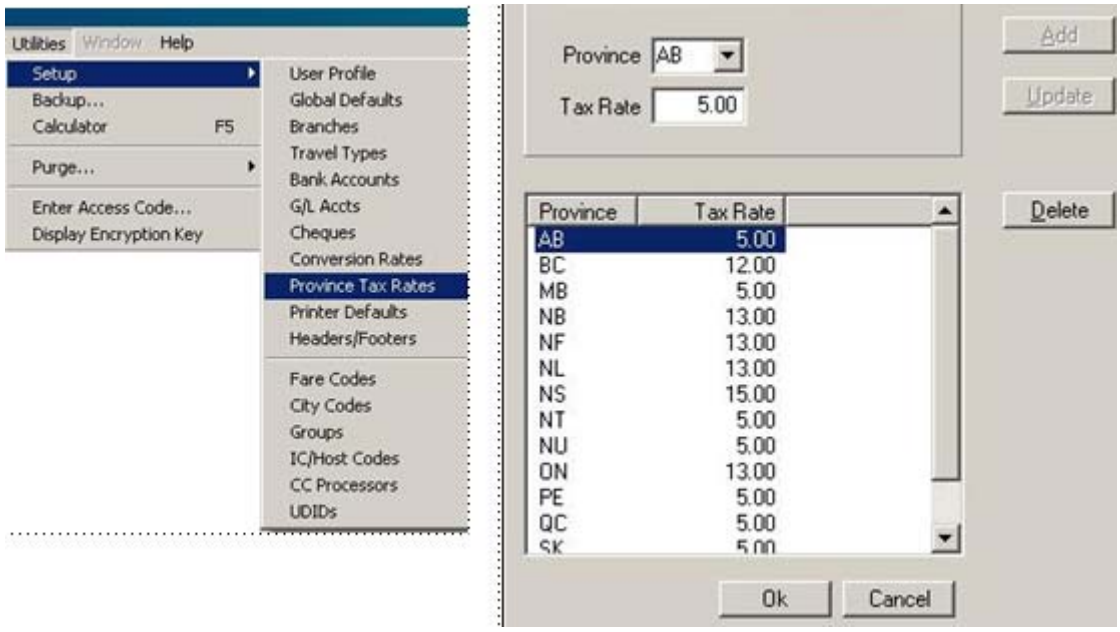
Transborder 5% is applied to all Travel Categories

Setting Up Profiles and City Code Provinces

Since a large portion of the Commission GST/HST calculations will be based on the profile Province where the client and vendor resides, it is **ESSENTIAL** to ensure the TBO client and vendor profiles contain a Province and non-Canadian Vendor profiles contain a Country code. The province should use 2 letter codes as follows: BC, AB, etc. (Please use drop-down menu to select province code.)

The lookup logic on the profile will first look for Canadian profiles by checking the country field. If the country field contains CANADA or is blank, it will look in the Province field to determine if there's a match to one of the Provinces in the rate table and if so, use the applicable rate to calculate the Commission GST/HST for the booking.

For cars, we will look for the pickup city in the itinerary field of the TBO booking, and then use the city code table to locate the province and lookup the province rate. Therefore, it is also important that the city code table (**Utilities|Setup|City Codes**) has province codes for each applicable city and they match the province codes listed above.



Processing Error Log Entries

It is important to review the log carefully for entries that pertain to HST.

Entries that are now logged to **Reports|Interface|Processing Error Log** include the following examples:

HST Set to 12% for Car Booking Based on City=YVR, Province=BC

HST Province Lookup for Vendor Sheraton Failed; Province=

HST Set to 5% for Service Fee Booking Based On Client ABC Manufacturing/, Province=AB

Markups and Discounts and Commission GST/HST

Since the place of supply rules also apply to markups and discounts, when creating an additional booking record in an invoice for the markup/discount, agencies will need to create a Markup/Discount Vendor for each Province and link to the proper profile (containing the province code) accordingly so that the correct percentage is used to make the calculation.

For transactions with discounts/markups, where users are creating a separate booking in the invoice, a discount/markup vendor should be created for each Province with the Province field in the vendor profile populated for each province and also Canada in the Country field. The correct HST on Commission can then be calculated for these transactions.

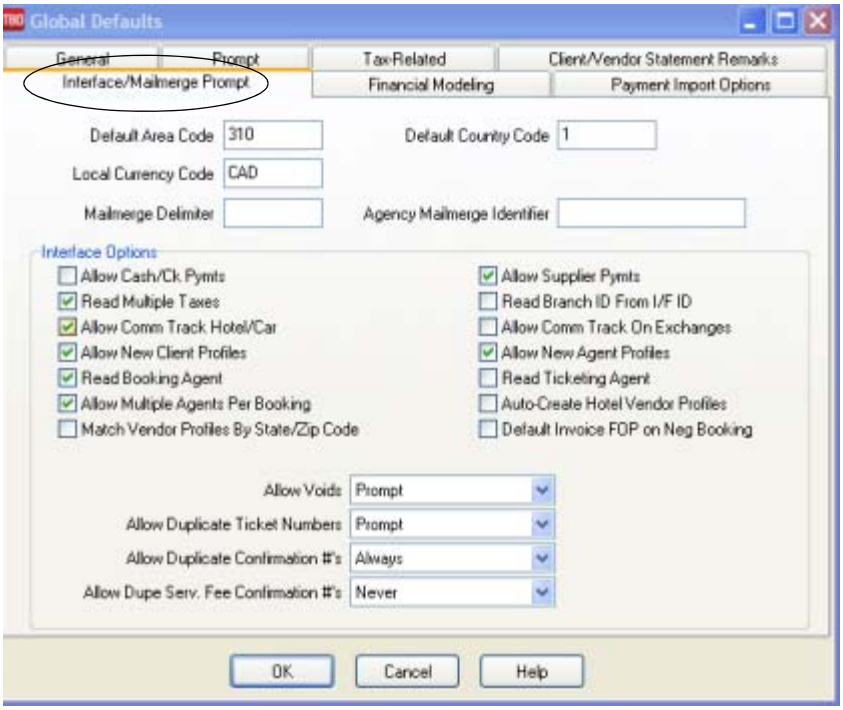
Misc:

BSP ticket data seems to be pretty straight forward as the HST is broken out in the Interface record via an RC Code. This RC Code should be mapped in *Trams Back Office* to the GST Tax field (which again will shortly be relabeled GST/HST). This is done by going to **Utilities|Global Defaults|Tax Related and ensuring both XG (GST) and RC (HST) codes are captured in the GST Codes field. Separate them with a comma (XG,RC). Be sure the RC code is not also captured in any of the Tax 1 - 4 Codes.

**We now accept multiple TX entries for Client GST (i.e. XG and RC) on the same MS line as long as the client GST was not already set from a previous line or some other non-MS entry.

**For Sabre, we read any accumulated Client GST,QST taxes from the AC line which means we won't have a breakdown by tax code. GST/HST will go into Client GST, QST if present will go into the designated tax field and everything else goes into the tax field designated for XT or Tax 1.

2) Next, Go to **Utilities|Global Defaults|Interface/Mailmerge Prompt Tab**.



3) Fill in the local currency with CAD - this interfaces the Total Fare in each booking made in Canadian dollars.

4) Check the box *Read Multiple Taxes*.

5) When all other setup has been completed, click OK to save.

Notes:

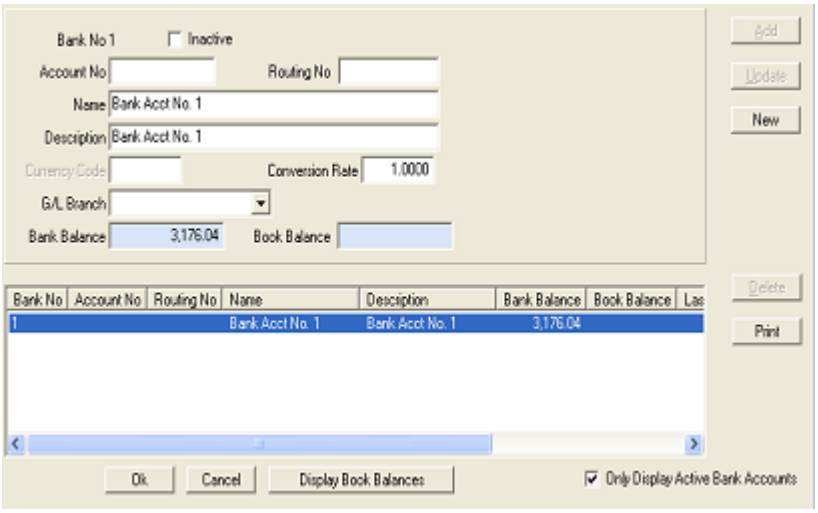
**Transborder Indicator is interfaced at the Invoice level and is defined by the CRS. An International override can be triggered by placing a *IX in the remarks field of the PNR.

**RBC Insurance Scripts: If the agency books with RBC Insurance, inform them of the cutover date to *Trams Back Office*. This prompts them to change the profile so that the correct scripts are being utilized.

BSP Bank Accounts Initial Setup

These are steps to setup bank accounts including use of Conversion Codes for different countries' currencies.

1) Go to **Utilities|Setup|Bank Accounts** (make sure to enter the CAD currency code under **Utilities|Setup|Global Defaults|Interface|Mailmerge Prompt** as outlined above).



2) Highlight "Bank Acct No 1" and change the Name and Description in the entry boxes above to the Name of the primary bank account. Do not enter CAD in the Currency code because it was set up in the Global Defaults (see above). The Conversion Rate is 1.0000. Assign a G/L Branch if using more than one Branch. Click *Update*.

3) Click *New* on the right hand side of the screen and enter the second Bank Account Name and Description. Leave the Currency code blank, Conversion rate 1.0000. Enter any other pertinent information and click *Add*.

4) Proceed to enter all of bank accounts in the same manner. Make sure all is seen correctly in the data entry screen below, and click *OK* to save.

Note: Entering the Account No. and Routing No. enables the printing of deposit slips to bring to the bank. (See section Deposits in Payments Chapter.)

5) If there is a USD Bank account, enter the information about the account and also enter the USD Currency code.

Currency Code	The 3-letter code of the country the bank account is in. The code is entered only if the bank account is different than the local currency.

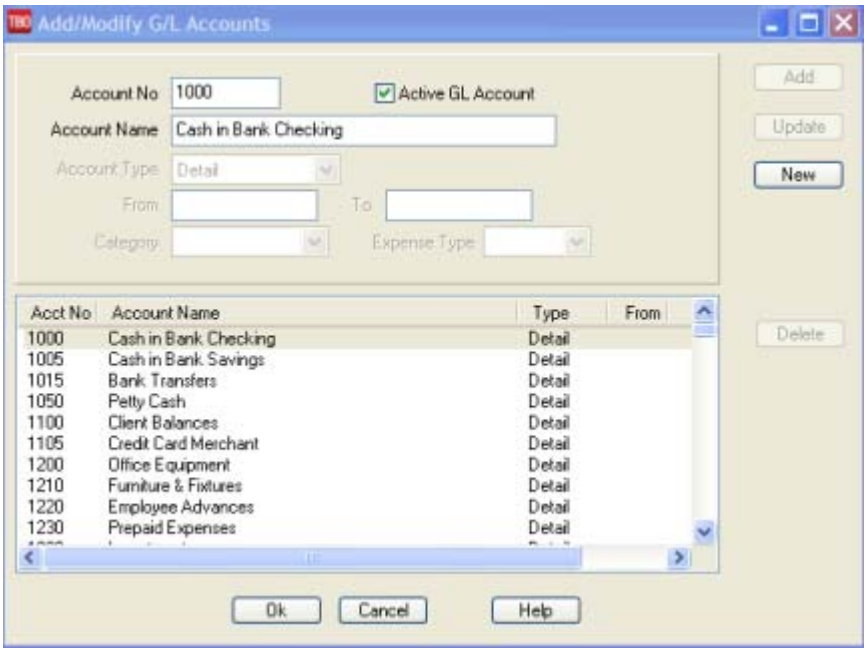
Conversion Rate	The current default rate from the bank is defaulted to 1.0000. If using local currency, do not change this area. If there is set up a Currency Code that is different from the local currency above, leave the default, and change the rate when the payment is received, or put the current conversion rate here.

6) When entering a Payment (Received, Made, Deposit, Withdrawal) using the USD Bank Account, a Conversion Rate and Equivalent Amount Box appears on the Payment screen. Enter the day's rate on this screen as each payment is entered, rather than going to **Utilities|Setup** to change it.

Canada General Ledger Accounts Initial Setup

If using Conversion Rates, set up special GL accounts in the Chart of Accounts.

1) Go to **General-Ledger|Accounts** to add and modify G/L accounts.



2) Add bank accounts by highlighting each bank account and changing the name to the name of the bank account. If more than two bank accounts are needed, choose the next number in the series (1010) for the third account and 1020 for a fourth account.

3) Add a conversion account to be used when converting CAD to USD and USD to CAD. This account is usually set up as: 1001 Currency Conversion.

4) Add a Liability Account in the 2000 series for GST Payable and an Offset Account in the 2000 or 1000 series for GST Expense.

5) If paying the QST tax, create the Liability - QST Payable and QST Offset account also.

6) Add an Asset Account named "GST Receivable". (See G/L Accounts Setup below for more information.)

7) The Payroll Tax Liability accounts in the 2100 series and the Payroll Expense accounts in the 6000 series should be renamed using the correct terminology for Canada. The FICA Payable tax, for example, is the same as the Canada Pension, or Quebec Pension. State Withholding Payable should be changed to Provincial Income Tax.

8) Make a note of the Account Numbers added or changed.

9) When these accounts are set up in the General Ledger, click *OK* to save.

Canada G/L Accounts Initial Setup

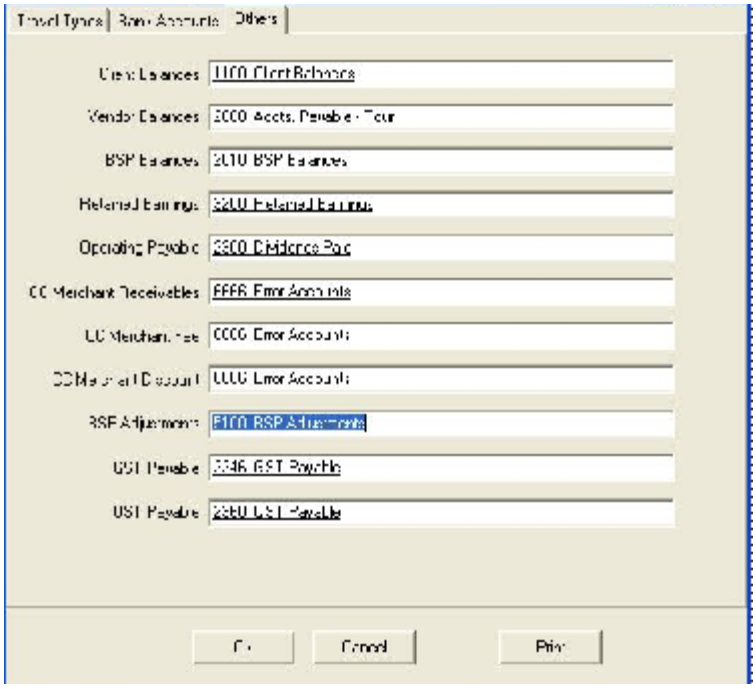
Now we need to tell TBO where some of the GL accounts reside.

1) Go to the **Utilities|Setup|G/L Accts**. (This is also called the End of Period Table because it tells the *Trams Back Office* program where to journalize the information in the Invoices and Payment entries when the End of Period is created.)

2) Under the Bank Accounts Tab, highlight each Bank Account and enter the correct G/L account number in the fields above.

3) Any Bank Accounts that are not CAD - set the Conversion G/L No to 1001.

4) Under the Others Tab make sure the GST Payable and QST Payable (if required) are set to the accounts that were created in **General-Ledger|Accounts**.



5) In the GST Receivable account, enter the account that was created in **General-Ledger|Accounts**.

Note: When the "GST Receivable" Account is entered into the GL Acct #2 field of an "Other" Profile, the same GST Calculation is performed as when the GST Payable account is entered.

Additional End of Period Reports for BSP Users

At the end of each month, run the following reports to verify the amount of TAX to be paid.

1) Run an Invoice Activity Report by going to **Reports|Invoice|Activity.**

2) Compare the tax amounts on this report with the amounts in the Balance Sheet accounts created for these taxes (**Reports|General Ledger|Account History)**.

3) When sending the quarterly check to pay the tax due, go to **Payments|Made**. Enter the amount of the tax due. Use the profile type "Other" that created for these taxes and create the following journal entry:

	Debit	**Credit**

Cash in Bank		500.00
GST Payable	500.00	

Quebec TAX - OPC - Consumer Protection Fund

The Quebec government has introduced a new Consumer Protection Fund, and the agency has to collect the fees. The Consumer must pay 35% or $3.50 on every thousand dollars in Travel. This charge must be represented as a separate line item on the client's invoice. For the first year the agency is allowed to keep 10% of the monies collected during the quarter and 3% after the first year. Setup and use for OPC:

1) Set up a new vendor. The name of the vendor optional, but one recommendation is OPC or OPC Fees. Enter an Interface ID, which could be OPCFEES.

2) Go to **General-Ledger|Accounts** and create a new 4xxx Sales account and a new 5xxx Cost of Sales account.

3) Go to **Utilities|Setup|Travel Types** and setup a new Travel Type, OPC Fees.

4) Go to **Utilities|Setup|GL Accts** and point this new travel type to the new Sales and Cost of Sales accounts.

5) In order to create the new booking on the invoice, drive a manual accounting line for this fee at 0% commission so that the vendor collects the entire amount payable and there is no income earned.

6) At the end of the quarter send a check, along with the form, to the government. Deduct 10% which can then be taken as income.

(Please note that at this time BSP does not process these credit card charges for the agency. Since it has to appear as a separate item on the client's invoice, it cannot be included in the existing service fees. One option is to have each agent enter the charges to the point of sale machine for every invoice generated which might work in a very small agency but not be effective in an agency with any kind of volume.)

Note: Both IATS (TicketMaster), CSI (Card Services International, and Pinnacle Payment Solutions (formerly PRI) are willing to handle the OPC Fund charges provided the agency gives them their service fee business as well. This charge must appear on the client original invoice, and it cannot be backdated.

Air Canada Credit Memos

As of April 2004, Air Canada began paying commissions via credit memos, which are processed through BSP. These are the recommended steps agencies should follow to properly account for these transactions.

1) Create the invoice in *Trams Back Office* either via interface or manual entry. The issue date will reflect the actual date of the sale:

* Submit to = Supplier (Comm Track invoices would not account for sales/cost of sales in the general ledger)
* Total Fare = Amount of ticket
* Commission = Amount of commission earned on the ticket
* Form of Payment = Credit card
* Sales Agent(s) = Sales Agent(s) in PNR

2) On the Monday after the BSP Canada Web sale, BSP will e-mail the Web Cash Reward report and Web Account file.

3) When receiving the BSP Report, it will list the credit memo, and at that time create an adjustment Invoice in *Trams Back Office* (**Invoices|Adjustments**, or Debit/Credit Memo) - one booking record for each

confirmation number.

* Client name on the invoice = Air Canada
* Vendor name on the invoice = Air Canada
* Memo number in the invoice = Credit memo number
* Original Ticket number in the invoice = Credit memo number
* Do not enter any Sales Agents to the credit memo as they were already tagged when the supplier invoice was created in Step 1

4) Perform the BSP Settlement as usual.

5) Run a Vendor Statement Summary report (**Reports|Vendor|Statement**) and compare this to the Credit Memo from Air Canada. This serves as a reconciliation process to ensure that the proper commissions were received from Air Canada on the Credit Memo.

* Report type = Summary
* Vendor Name = Air Canada
* From and To dates = BSP reporting period

6) Write off the Vendor Balance on the Vendor Balance Report created from Step 1. Go to **Payments|Received** after determining the amount of write-off based on the reconciliation process in Step 5. Enter the amount in the amount field of the payment received screen with a Pay Method = Other; Payment Date = BSP Settlement Date; Profile Type = Vendor Supplier; and Name = Air Canada. Toggle closed invoices that were paid by the Credit Memo from Air Canada and journalize to BSP Adjustments.

Note: Agent Statements will be affected by the write-off of the Vendor Balance, as this is a Supplier CC transaction and should be set to Vendor Payment Date.

7

Profiles

This chapter contains:

- Overview of Leisure or Corporate Client, Vendor, Other and Agent Profiles
- Steps for creating Leisure or Corporate Client, Vendor, Other and Agent Profiles
- Profile Query Overview

Creating New Profiles in Trams Back Office

Profiles are source records for statements and mailing lists for customer and vendors. Profiles store information about individuals and companies with whom the agency does business and are generally defined as “billing entities.” Think of the profile as *ledger cards* in a manual system. When entering invoices or payments, *Profiles* eliminate the need to re-key data.

Create Profiles manually, or capture them via interface from the GDS. (See the Interface Section for GDS entries required to capture profile information.) *Trams Back Office* recommends that if creating a new profile manually, create it from the *Query* screen. This minimizes the possibility of having duplicate profiles in the database. By using the first few letters of the last name in the query screen, any profiles beginning with those letters are displayed. At a glance, determine if the profile already exists in the system. If the system finds no match, click on the *New* tab and complete the fields for the new profile. The only mandatory field for a profile is the last name field.

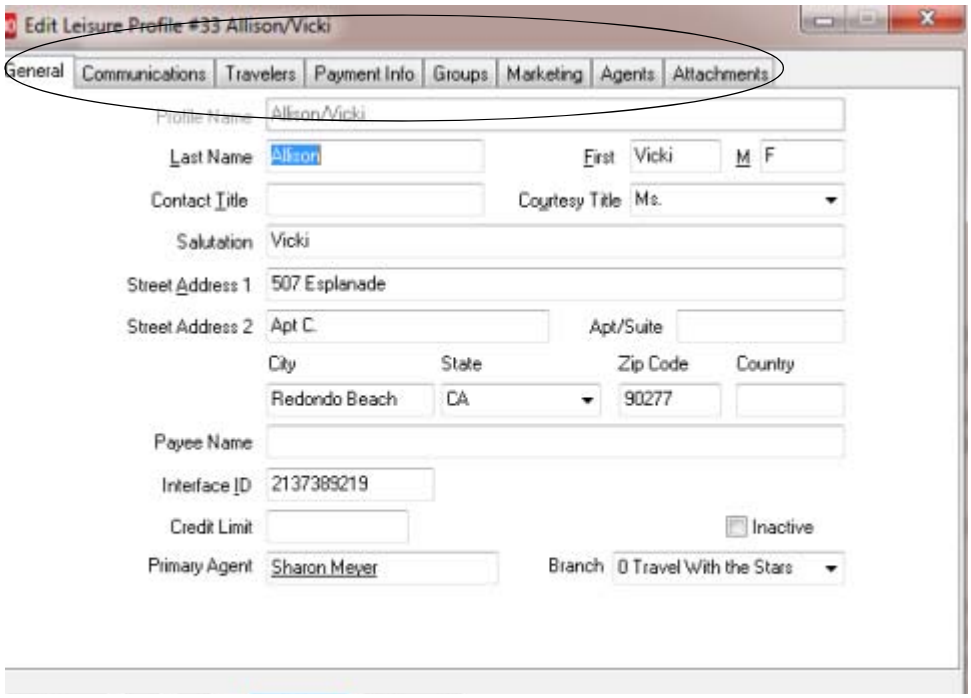
If certain the profile does not already exist in the system, create a new profile by going to the *Profile* main menu. Select the type of profile to enter, *Leisure, Corporate, Vendor, Agent* or *Other* and complete the information fields. The more fields completed, the greater the opportunities become for future target marketing.

Tip: Although profiles can be created during Interface, they are NOT updated automatically. View any changes received during Interface in the Processing Error Log.

Leisure Client Profiles

When creating a leisure profile, consider who is responsible for payment. (We recommend one profile per paying party.) Build a profile for each billing party who purchases (or may purchase) travel from the agency. Each invoice entered must link to an existing client profile. Review the listing of fields below to get familiar

with the data that exists in the profiles.



TABS:

General

Communications

Travelers

Payment Info

Groups

Marketing

Agents

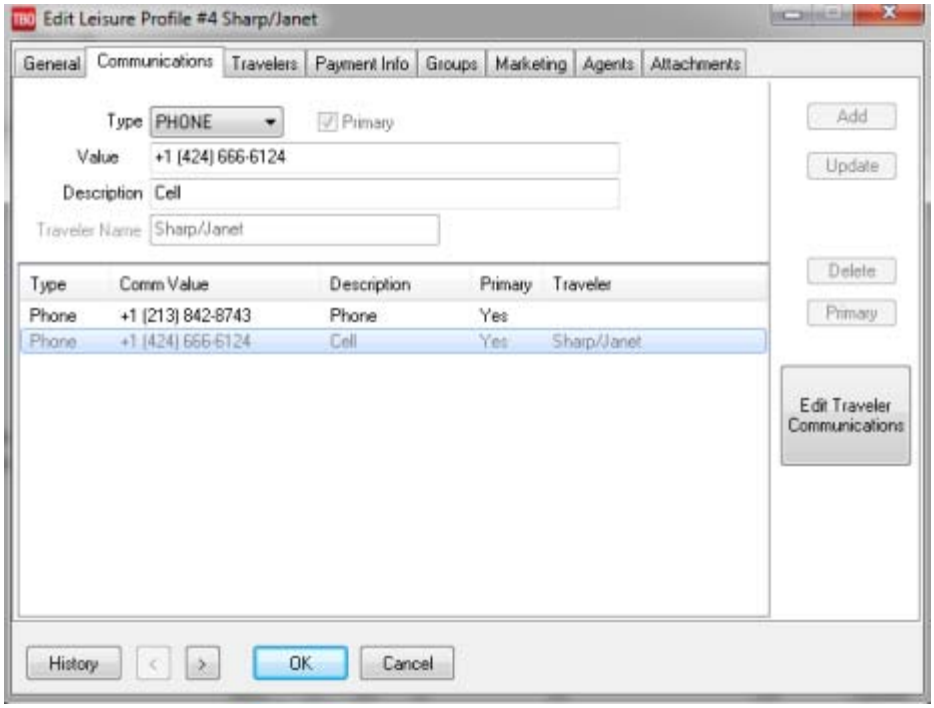
Attachments

GENERAL TAB

Last Name/First/Middle	Client's name. Last Name is the only field required to create a profile.
Contact Title	Owner, Manager, President, etc.
Courtesy Title	Suggested use is Mr. and Mrs./Mr./Mrs./Dr. etc., Field shows on mail labels and statements.
Salutation	Name to use when greeting client, e.g. First Name (Robert), Nickname (Bob), etc.
Street Address 1/2	Mailing Street Address used on reports, including statements, and mail labels. Two lines can be entered.
City, State, Zip and Country	Client's city, state ZIP code (and country, if applicable). The ZIP code can contain letters and numbers.
Payee Name	Person/Entity usually financially responsible for account.
Interface ID	This field is used to identify client profiles in *Trams Back Office* during interface. This is entered in the PNR as Client ID. *Trams Back Office* recommends using the client's phone number as the ID (see Interface Guide for additional information.) Enter up to ten alpha/numeric characters.
Credit Limit	Type in credit limit amount for profile if desired. "Available Balance" line appears on Client Statements and is calculated from Credit Limit in Profile less amount outstanding on statement.
Inactive	Click this box to mark this profile Inactive. It will not longer appear in the Query Screen.

Primary Agent	To designate a primary agent for this client, type a few letters of the agent's name and choose agent from the drop-down menu. This field is filled in with the agent sine during interface.
Branch	Specify a particular branch this profile is associated with.
Continue Entering Profiles	Click this box to continue entering profiles without getting "booted" out of this screen.

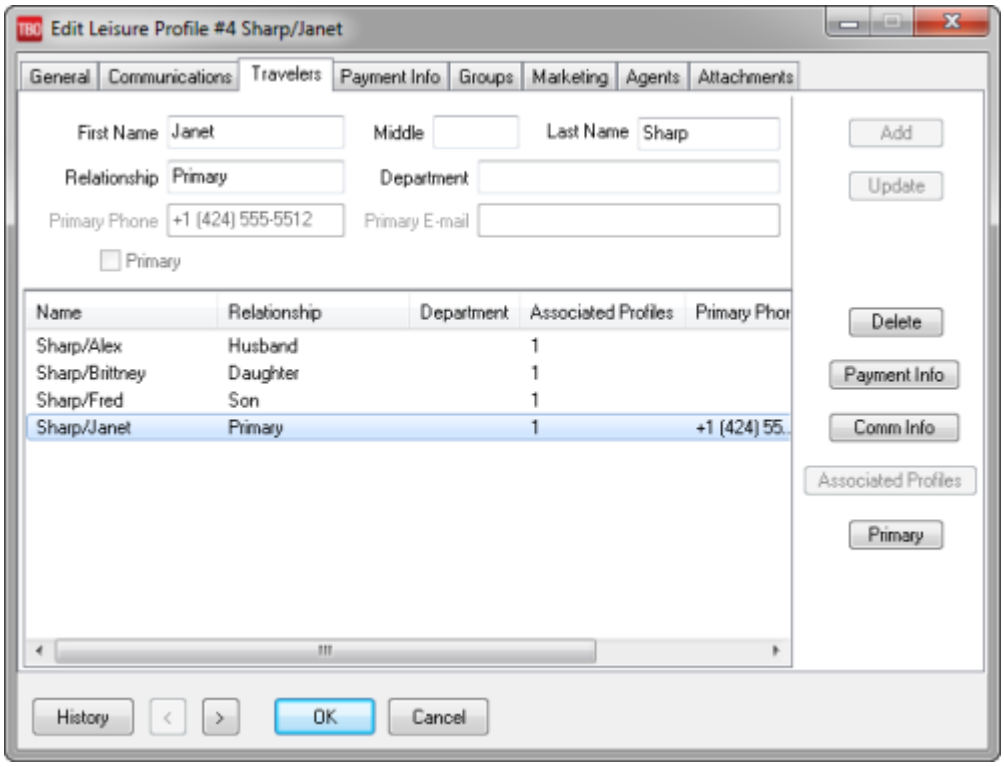
COMMUNICATIONS TAB



Entering Type, Value, Description, Traveler Name. Using Add, Update, and Primary.	Select *type* (phone, e-mail, fax, or web) by clicking the down arrow on the scroll bar. The recommended format for entering the phone number is nnn/nnn-nnnn. The area code and the country code entered into Global Defaults automatically default. After entering *Type, Value, and Description* (cell phone, business email, etc.), Click *Add.* Enter as many profile communication entries this way or click on the Travelers tab to enter more specific traveler communication items which will appear here with the Traveler's name. To edit an entry, double-click on item, make changes and click *Update.* The first entry of each type defaults as primary. Any selected entry can be designated as primary by clicking on the *Primary* button.
Using Delete/Edit Traveler Communication	All Travelers must be associated to a profile, but can be linked to multiple profiles. The delete button removes the Traveler from the current profile. Once the contact is deleted from the last remaining associated profile, the profile will be deleted from the database. Email addresses (and other communication entries) now reside in the Traveler/Contact record, but viewing and/or changing those Traveler/Contact communication entries can be done by clicking on *Edit Traveler Communications* after first selecting the entry.

Columns	The Columns can be sorted in ascending order when the column header is clicked once and in descending order when clicked a second time (with the exception of Primary Phone and Primary E-mail at this time).

TRAVELERS TAB



Starting in TBO version 3.05, the passenger table that associates a passenger with a profile was redesigned. All references to passenger have been relabeled to traveler: Passenger name on booking screen (drop down), Invoice Query Columns, Profiles, Profile Query, Passengers on existing invoices, and Family and Employee tabs

Important Note: Functionality with the passenger (traveler) in the invoice booking record has not changed in terms of functionality. The field label was simply changed from Passenger to Traveler.

All travelers must be a part of a profile, but can be linked to multiple profiles.

ADD A NEW TRAVELER:

1) Type the *Traveler First Name, Middle Name, Last Name, Relationship,* and click *Add.* Need to add a phone number, fax, email or web address? Select the entry and click *Comm Info* to enter. Want to make this entry the primary entry for the profile? Select the entry and click *Primary.*

2) When the Add button is clicked, a query runs to search for any travelers that match the data entered in First/Middle/Last name. At least two of the three Name fields must be entered in order for the search to run. If no match is found, a new Traveler record can be created. If match(es) are found, a window entitled *Traveler Search* is displayed, from which the user can either link the existing traveler or cancel.

3) Click *Payment Info* to add a credit card or bank information linked to this Traveler. Updates for any payments linked to a specific traveler must be done from within the Travelers tab.

4) If this traveler is associated with other profiles, the *Associated Profiles* button is available. When clicked, a new window entitled *Associated Profiles* opens and a list of the associated profiles for that traveler is displayed which includes the number of profiles the traveler is associated with.

Delete removes the Traveler from the current profile. Once a traveler is deleted from the last remaining

Associated Profile, the traveler is then deleted from the database. If a traveler is linked to a booking and deleted from a profile, they will no longer be linked. The name will still appear on the booking as if a free flow name had been entered. *Update* is clicked when changes are made to the Traveler information.

PAYMENT INFO TAB

New cards can be added from within the payment info tab, however, they will not be linked to any specific traveler. Cards that are linked to a traveler cannot be modified from this tab, but can be modified within the Traveler tab by clicking on the *Payment Info* button.

Bank Account/Routing No.	This Payment Method can be used for handing off data from TBO to a Payment Distribution Service or the local bank. For complete directions on using this feature, please refer to the Payments section of this manual.
Credit Card Number	Enter credit card number/expiration date. Number is automatically retrieved for credit card payments. The first credit card entered is the default credit card used, but any entered credit card can be selected when a credit card payment is entered. Enter also in this area under *ACH (Automated Clearing House) Settings,* Bank Account/Routing No. for use if authorized.
Exp. Date	Click *Exp.Date* button and select date from calendar. Click *OK*. Click *Add*.
Name on Account	Enter name of cardholder.

GROUPS TAB

Group/Batch	Any group(s) to which the client belongs. This field can be used as a selection criteria for reports, or to print group statements and summary reports. Set up new groups from here by clicking the *Group/Batch* button, or from **Utilities|Setup|Groups***.* Click on *Add.*

MARKETING TAB

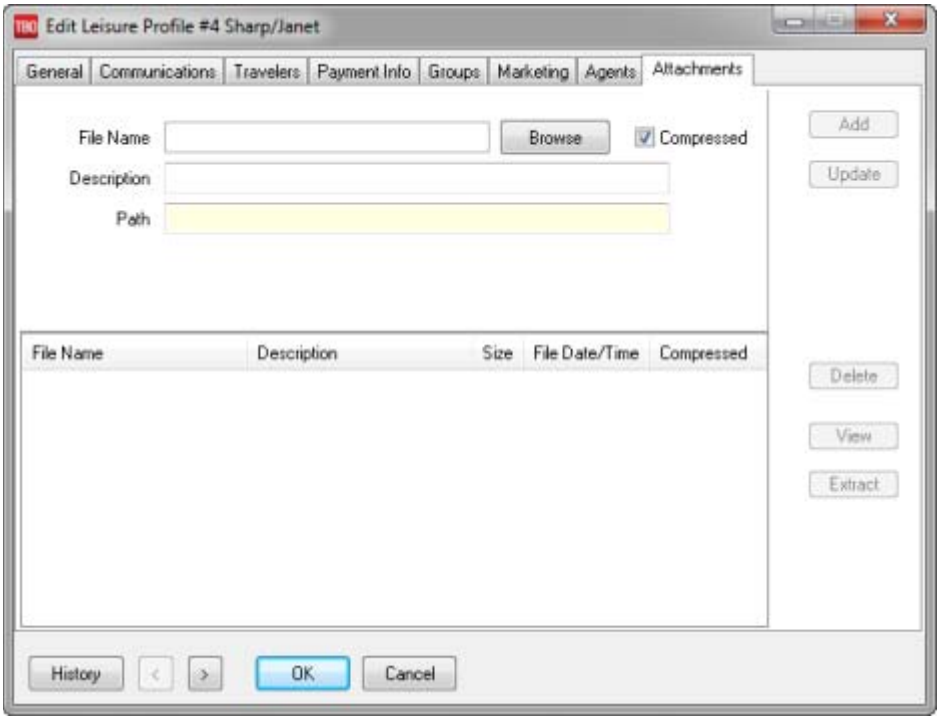
Business Affiliation	Client's employer. Field is used as selection criteria for lists and labels.
Other	Any other marketing data important to particular client. Field is used as selection criteria for lists and labels.
Notes	Any free-flow information about the client. Field is used as selection criteria for lists and labels.
Additional Notes	Additional field for comments or Notes about the customer. Field is used as selection criteria for lists and labels.
Statement Remark	***IMPORTANT!*** Any remarks entered in this area of the client profile appear on ALL statements generated for this profile.
Travel Preference	Any particular travel preference the client may have. Field is used as selection criteria for lists and labels.
Check Remarks	Enter a specific profile remark that prints on the check for payments made using the profile.

Alt Interface ID	The interface process now checks both Interface ID and Alternate Interface ID for a match on clients and vendors. This feature is used by those agencies that are using multiple GDS interfaces where the interface ID's for Hotel Codes are different for each GDS. Now use a single vendor profile for both systems. Put one Interface ID in the *Interface ID* field on the profile General Tab, and for a different GDS, the other Interface ID in the *Alt Interface ID* field on the Marketing Tab. Enter up to ten alpha/numeric characters.

AGENTS TAB

Agents	Enter the name(s) of the agent(s) that will be attached to this profile. Enter the commission percentage that each agent will receive on every invoice issued to this particular client. **Note:** This adds the agent to every invoice interfaced to *Trams Back Office*.

ATTACHMENTS TAB



Starting with Trams Back Office version 3.05, an attachment tab was added to all profile (Client, Vendor, Agent, Other), all invoice types (sale, refund, adjustment) and the payment screens. The tab is located adjacent to the tab now named General at the top of each screen. Within the workspace area of the new attachment tab, users can manage (add, view, delete, update) electronic documents of any type.

Filename	Click the browse button to locate to the desired file.
Compressed	Defaults to enabled. Compressing the file helps to reduce the file size (maximum file size is 8MB).
Description	Enter a user-defined description.
Path	This field is automatically populated based on the location of the file.

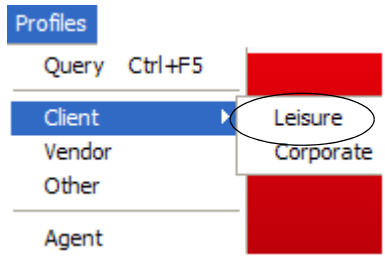
Add, adds a new file; *Update,* updates the existing file with a new or updated file; *View*, opens the file; and

Delete deletes the attached file. *Extract* copies the file to another location on your computer.

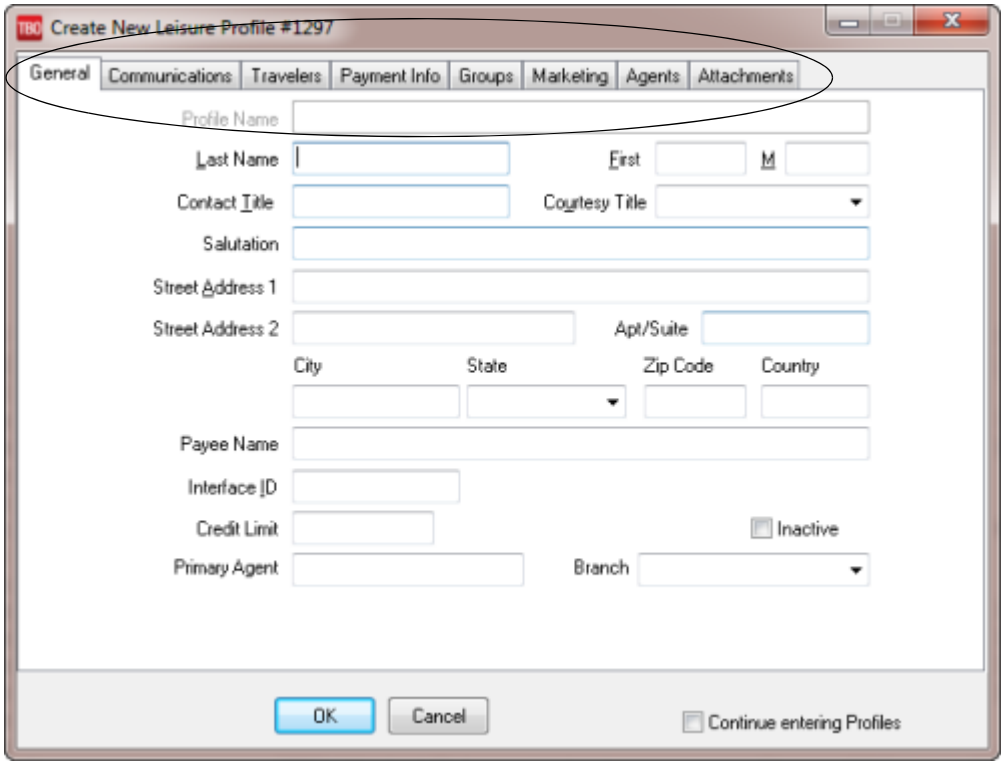
Entering Client Profiles

Leisure and Corporate profiles contain most of the same information and are entered the same way.

1. Click **Profiles|Client|Leisure**



2. Start with the General tab. The last name of the client (and the *Interface ID* field if the agency plans to



TABS:
General
Communications
Travelers
Payment Info
Groups
Marketing
Agents
Attachments

interface invoices for this profile in the future) is the only field required for building a Profile. Query a profile and modify existing information at any time. ***Trams Back Office* recommends entering as much information as possible in all profiles.** If a field is left blank, it is not used in future applications. For example, if the address fields are left blank, statements and all other output using the address will have blanks where the address would print. *Trams Back Office* also recommends use both upper and lower case (e.g. Palley/Dan instead of PALLEY/DAN) when entering the name and address information to enhance the appearance of the mailing labels and other types of correspondence.

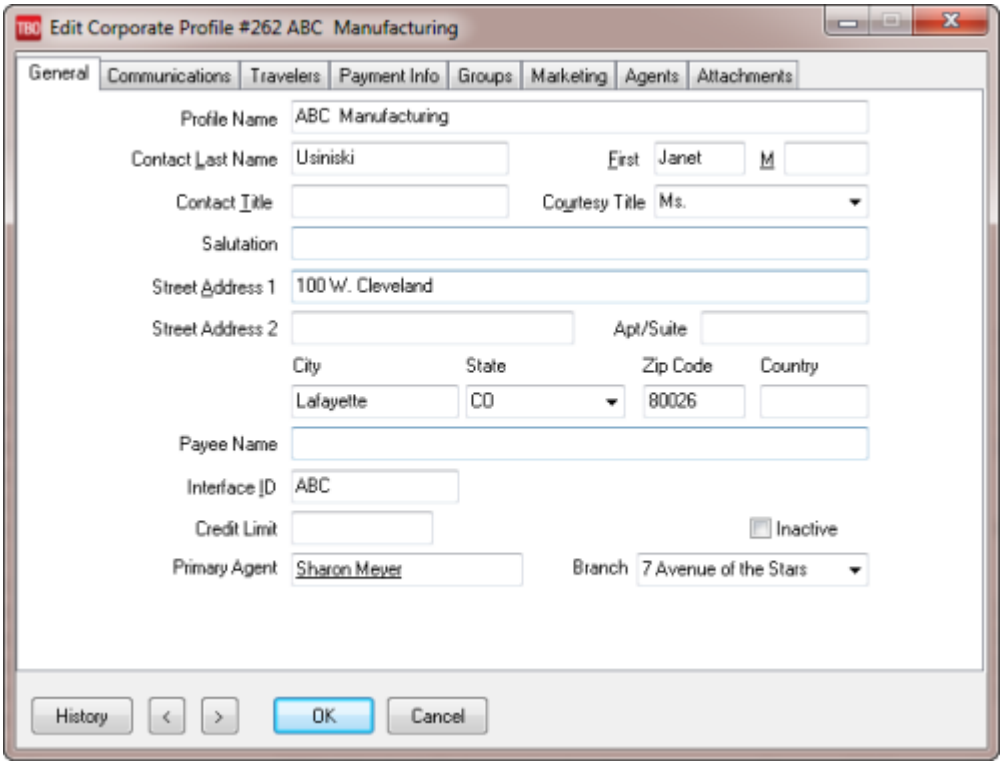
2. Click the *Communications, Travelers, Payment Info, Groups, Marketing, Agent, or Attachments* tabs to add as much information to the profile as possible. For more information on these area, read section, *Leisure Client Profiles.*

3. When the Profile is complete, click *OK*. To continue entering, select *New* from the query screen.

Tip: Look at the bottom of the *New Profile* screen. There is a checkbox next to *Continue entering profiles*. To enter multiple profiles at one time, make sure the box is checked. When finished entering profiles, click on the box and remove the check to return to the main menu instead of the profile entry screen.

Corporate Client Profiles

Corporate clients are business accounts. Their information is kept separately from Leisure clients. The business name is the only required field for a corporate client profile. Review the list of fields below to get familiar with the data available in profiles.



TABS:

General

Communications

Travelers

Payment Info

Groups

Marketing

Agents

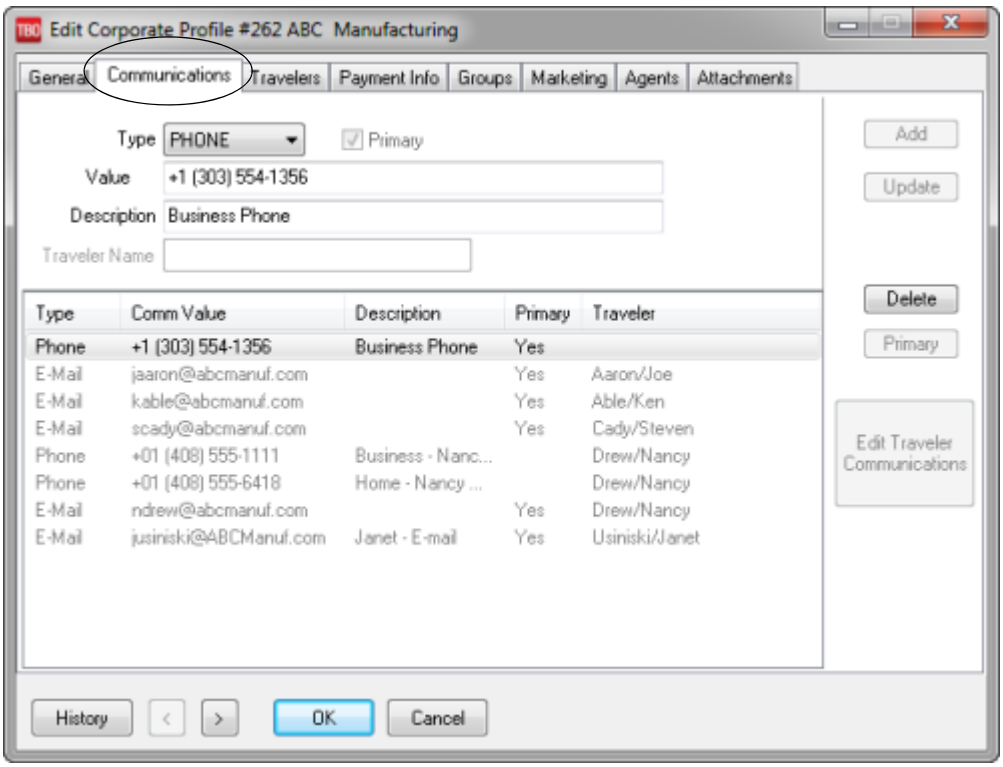
Attachments

GENERAL TAB

Last Name/First/Middle	Client's name. Last Name is the only field required to create a profile.
Contact Title	Owner, Manager, President, etc.
Courtesy Title	Suggested use is Mr. and Mrs./Mr./Mrs./Dr. etc., Field shows on mail labels and statements.
Salutation	Name to use when greeting client, e.g. First Name (Robert), Nickname (Bob), etc.
Street Address 1/2	Mailing Street Address used on reports, including statements, and mail labels. Two lines can be entered.
City, State, Zip and Country	Client's city, state ZIP code (and country, if applicable). The ZIP code can contain letters and numbers.
Payee Name	Person/Entity usually financially responsible for account.

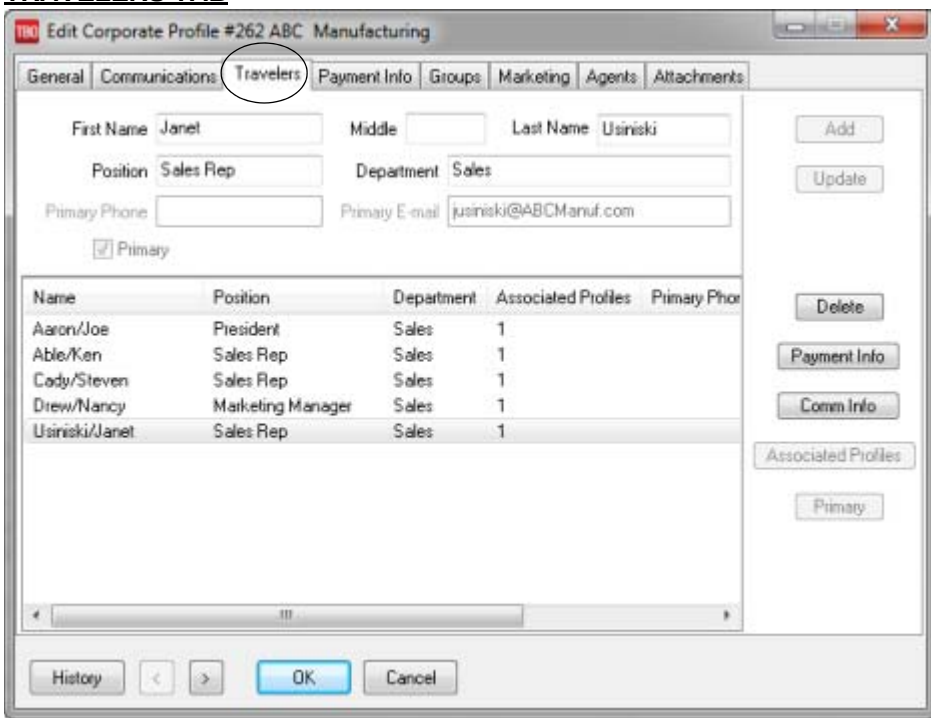
Interface ID	This field is used to identify client profiles in *Trams Back Office* during interface. This is entered in the PNR as Client ID. *Trams Back Office* recommends using the client's phone number as the ID (see Interface Guide for additional information.) Enter up to ten alpha/numeric characters.
Credit Limit	Type in credit limit amount for profile if desired. "Available Balance" line appears on Client Statements and is calculated from Credit Limit in Profile less amount outstanding on statement.
Inactive	Click this box to mark this profile Inactive. It will not longer appear in the Query Screen.
Primary Agent	To designate a primary agent for this client, type a few letters of the agent's name and choose agent from the drop-down menu. This field is filled in with the agent sine during interface.
Branch	Specify a particular branch this profile is associated with.
Continue Entering Profiles	Click this box to continue entering profiles without getting "booted" out of this screen.

COMMUNICATIONS TAB



Entering Type, Value, Description, Traveler Name. Using Add, Update, and Primary.	Select *type* (phone, e-mail, fax, or web) by clicking the down arrow on the scroll bar. The recommended format for entering the phone number is nnn/nnn-nnnn. The area code and the country code entered into Global Defaults automatically default. After entering *Type, Value, and Description* (cell phone, business email, etc.), Click *Add.* Enter as many profile communication entries this way, or click on the Travelers tab to enter more specific traveler communication items which will appear here with the Traveler's name. To edit an entry, double-click on item, make changes and click *Update.* The first entry of each type defaults as primary. Any selected entry can be designated as primary by clicking on the *Primary* button.
Using Delete/Edit Traveler Communication	All Travelers must be associated to a profile, but can be linked to multiple profiles. The delete button removes the Traveler from the current profile. Once the contact is deleted from the last remaining associated profile, the profile will be deleted from the database. Email addresses (and other communication entries) now reside in the Traveler/Contact record, but viewing and/or changing those Traveler/Contact communication entries can be done by clicking on *Edit Traveler Communications* after first selecting the entry.
Columns	The Columns can be sorted in ascending order when the column header is clicked once and in descending order when clicked a second time (with the exception of Primary Phone and Primary E-mail at this time).

TRAVELERS TAB



Starting in TBO version 3.05, the passenger table that associates a passenger with a profile was redesigned. All references to passenger have been relabeled to traveler: Passenger name on booking screen (drop down), Invoice Query Columns, Profiles, Profile Query, Passengers on existing invoices, and Family and Employee tabs

Important Note: Functionality with the passenger (traveler) in the invoice booking record has not changed in terms of functionality. The field label was simply changed from Passenger to Traveler.

All travelers must be a part of a profile, but can be linked to multiple profiles.

ADD A NEW TRAVELER:

1) Type the *Traveler First Name, Middle Name, Last Name, Position, Department,* and click *Add.* Need to add a phone number, fax, email or web address? Select the entry and click *Comm Info* to enter. Want to make this entry the primary entry for the profile? Select the entry and click *Primary.*

2) When the Add button is clicked, a query runs to search for any travelers that match the data entered in First/Middle/Last name. At least two of the three Name fields must be entered in order for the search to run. If no match is found, a new Traveler record can be created. If match(es) are found, a window entitled *Traveler Search* is displayed, from which the user can either link the existing traveler or cancel.

3) Click *Payment Info* to add a credit card or bank information linked to this Traveler. Updates for any payments linked to a specific traveler must be done from within the Travelers tab.

4) If this traveler is associated with other profiles, the *Associated Profiles* button is available. When clicked, a new window entitled *Associated Profiles* opens and a list of the associated profiles for that traveler is displayed which includes the number of profiles the traveler is associated with.

Delete removes the Traveler from the current profile. Once a traveler is deleted from the last remaining Associated Profile, the traveler is then deleted from the database. If a traveler is linked to a booking and deleted from a profile, they will no longer be linked. The name will still appear on the booking as if a free flow name had been entered. *Update* is clicked when changes are made to the Traveler information.

PAYMENT INFO TAB

New cards can be added from within the payment info tab, however, they will not be linked to any specific

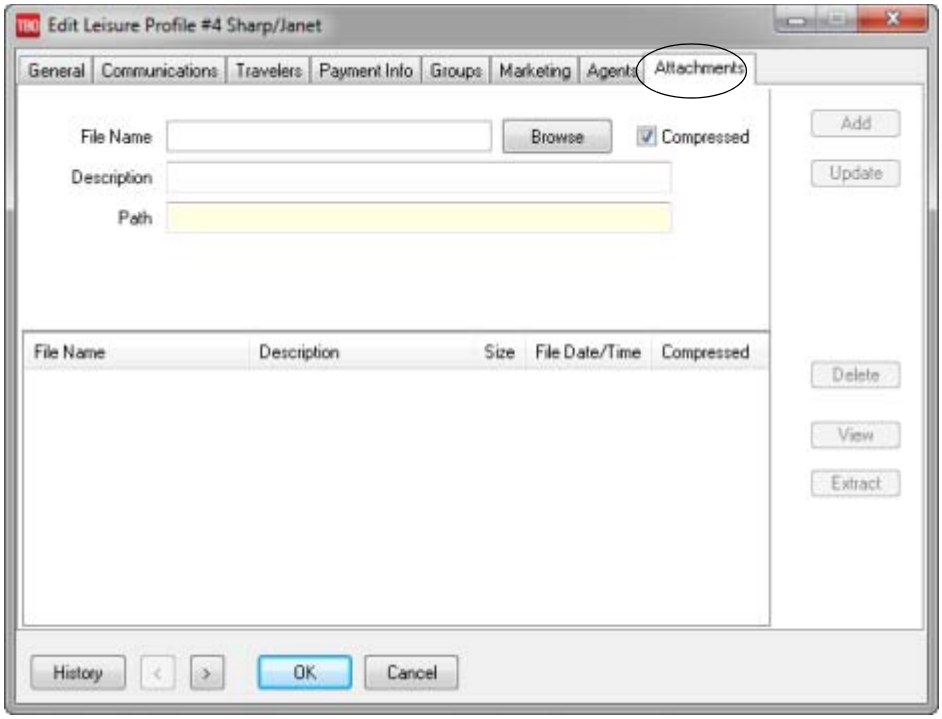
traveler. Cards that are linked to a traveler cannot be modified from this tab, but can be modified within the Traveler tab by clicking on the *Payment Info* button.

Bank Account/Routing No.	This Payment Method can be used for handing off data from TBO to a Payment Distribution Service or the local bank. For complete directions on using this feature, please refer to the Payments section of this manual.
Credit Card Number	Enter credit card number/expiration date. Number is automatically retrieved for credit card payments. The first credit card entered is the default credit card used, but any entered credit card can be selected when a credit card payment is entered. Enter also in this area under *ACH (Automated Clearing House) Settings,* Bank Account/Routing No. for use if authorized.
Exp. Date	Click *Exp.Date* button and select date from calendar. Click *OK*. Click *Add*.
Name on Account	Enter name of cardholder.
GROUPS TAB	
Group/Batch	Any group(s) to which the client belongs. This field can be used as a selection criteria for reports, or to print group statements and summary reports. Set up new groups from here by clicking the *Group/Batch* button, or from **Utilities|Setup|Groups***.* Click on *Add.*
MARKETING TAB	
Business Affiliation	Client's employer. Field is used as selection criteria for lists and labels.
Other	Any other marketing data important to particular client. Field is used as selection criteria for lists and labels.
Notes	Any free-flow information about the client. Field is used as selection criteria for lists and labels.
Additional Notes	Additional field for comments or Notes about the customer. Field is used as selection criteria for lists and labels.
Statement Remark	***IMPORTANT!*** Any remarks entered in this area of the client profile appear on ALL statements generated for this profile.
Travel Preference	Any particular travel preference the client may have. Field is used as selection criteria for lists and labels.
Check Remarks	Enter a specific profile remark that prints on the check for payments made using the profile.
Alt Interface ID	The interface process now checks both Interface ID and Alternate Interface ID for a match on clients and vendors. This feature is used by those agencies that are using multiple GDS interfaces where the interface ID's for Hotel Codes are different for each GDS. Now use a single vendor profile for both systems. Put one Interface ID in the *Interface ID* field on the profile General Tab, and for a different GDS, the other Interface ID in the *Alt Interface ID* field on the Marketing Tab. Enter up to ten alpha/numeric characters.

AGENTS TAB

Agents	Enter the name(s) of the agent(s) that will be attached to this profile. Enter the commission percentage that each agent will receive on every invoice issued to this particular client. **Note:** This adds the agent to every invoice interfaced to *Trams Back Office*.

ATTACHMENTS TAB



In TBO version 3.05, an attachment tab has been added to all profile (Client, Vendor, Agent, Other), all invoice types (sale, refund, adjustment) and the payment screens. The tab is located adjacent to the tab now named General at the top of each screen. Within the workspace area of the new attachment tab, users can manage (add, view, delete, update or extract) electronic documents of any type.

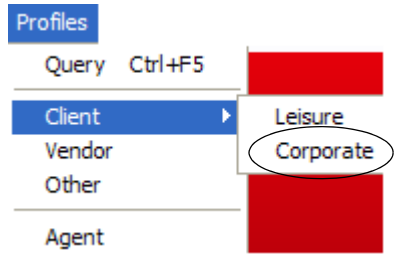
Filename	Click the browse button to locate to the desired file.
Compressed	Defaults to enabled. Compressing the file helps to reduce the file size (maximum file size is 8MB).
Description	Enter a user-defined description.
Path	This field is automatically populated based on the location of the file.

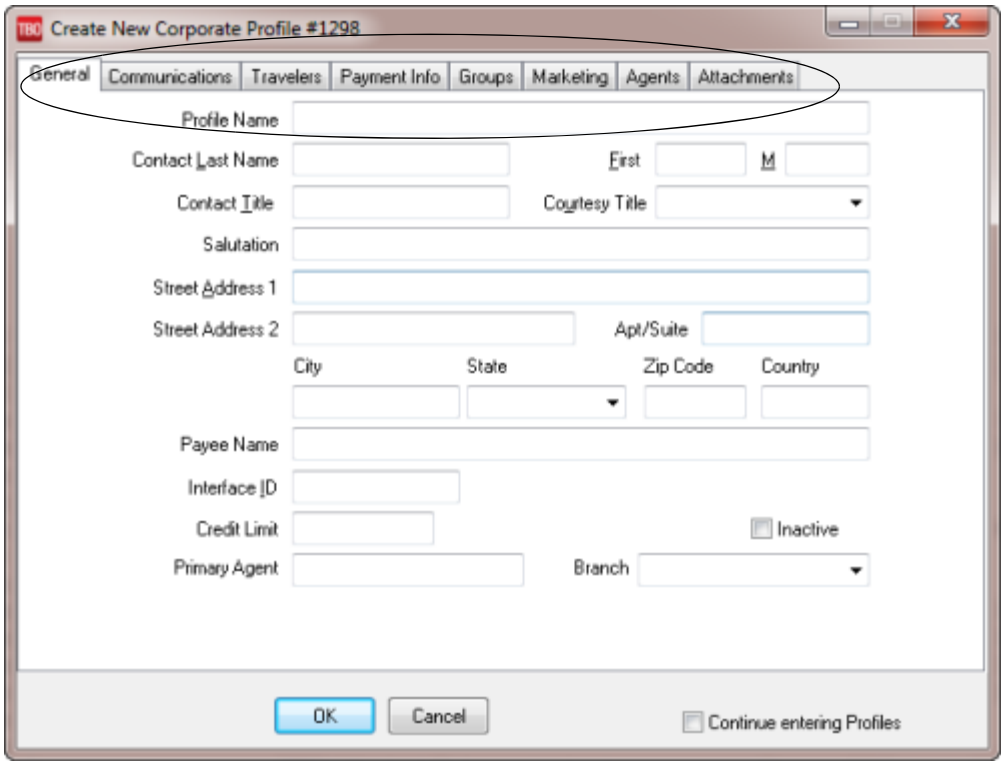
Add, adds a new file; *Update,* updates the existing file with a new or updated file; *View*, opens the file; and *Delete* deletes the attached file.

Entering Corporate Client Profiles

Leisure and Corporate profiles contain most of the same information and are entered the same way.

1. Click **Profiles|Client|Corporate** to create a new Corporate Profile.





Start with the General tab. The Name is the only field required for building a corporate profile. Query a profile and modify existing information. ***Trams Back Office* recommends entering as much information as possible in all profiles.** If a field is left blank, it is not used in future applications. For example, if the address fields are left blank, statements and all other output using the address will have blanks where the address would print. *Trams Back Office* also recommends using both upper and lower case (e.g. ABC Company instead of ABC COMPANY) when entering the name and address information to enhance the appearance of the mailing labels and other types of correspondence. **Note:** Don't forget the *Interface ID* field if the agency plans to interface invoices for this profile in the future.

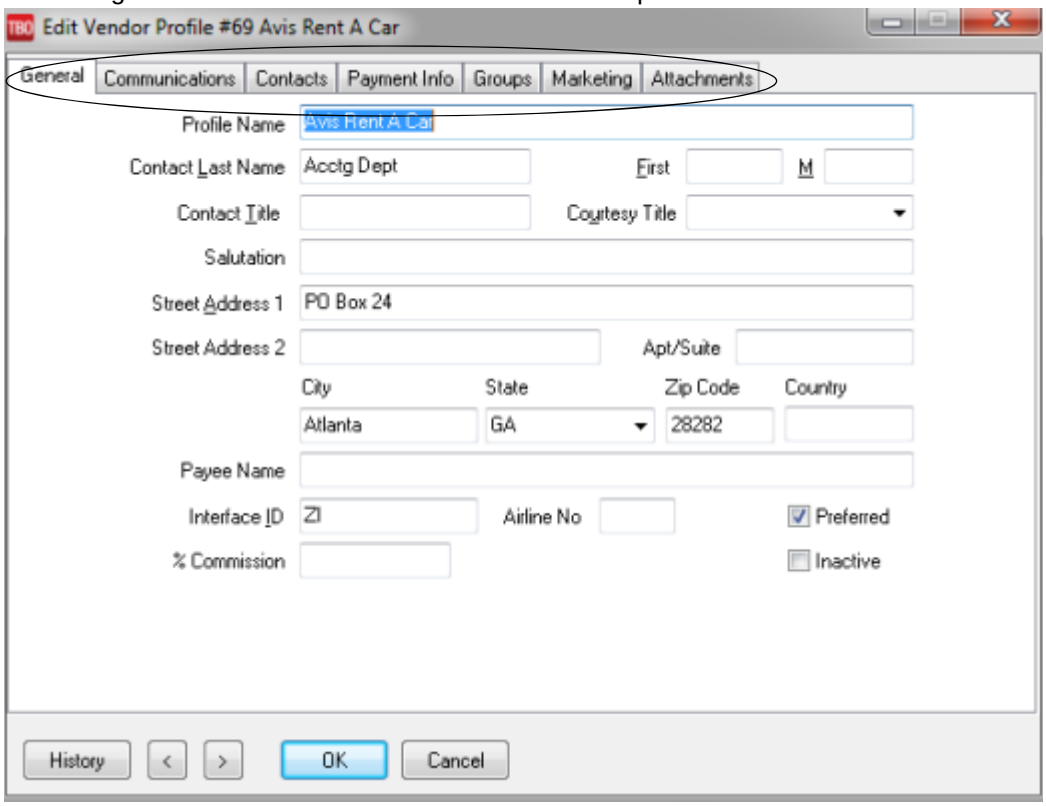
4. Click the *Communications, Travelers, Payment Info, Groups, Marketing, Agent*, and *Attachment* tabs to add as much information to the profile as possible. For more details on these tabs, read section entitled, *Corporate Client Profiles.*

5. When the Profile is complete, click on *OK* and continue entering profiles by selecting *New.*

Tip: Look at the bottom of the *New Profile* screen. There is a checkbox next to *Continue entering profiles*. To enter multiple profiles at one time, make sure the box is checked. When finishing entering profiles, click on the box and remove the check to return to the main menu instead of the profile entry screen.

Vendor Profiles

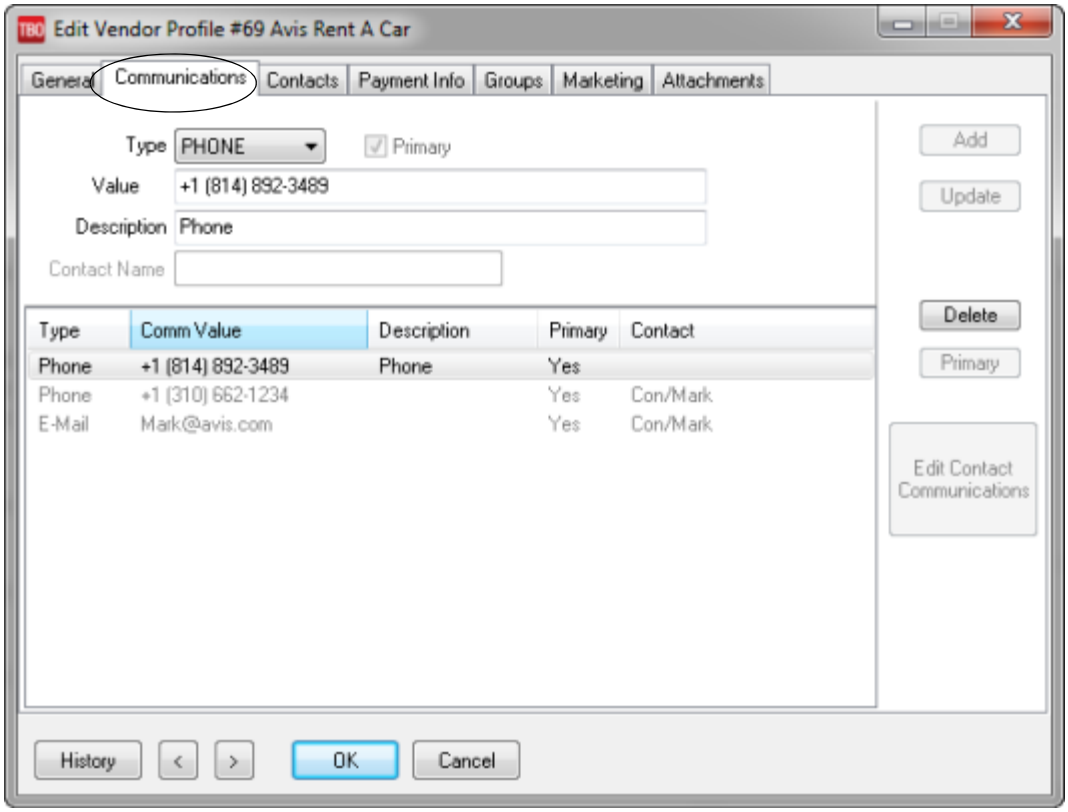
All vendors need a Vendor Profile, including Airlines, Tour Operators, Hotels, Car Rental Agencies, Cruise Lines, etc. By creating a Vendor Profile, *Trams Back Office* maintains vendor balances, tracks commissions due, as well as providing a complete history and analysis for each vendor. For example, each Holiday Inn location/property can have its own profile to run statements and be grouped together for reports. (See the Interface Guide to see how profiles are entered during the interface process.) Review the listing of fields below to get familiar with the data available in vendor profiles.



Profile Name	The name of the Vendor.
Contact Last Name, First, Middle	The name of the Vendor contact person.
Contact Title	Contact person's title, e.g., Accounts Payable.
Courtesy Title	Mr. and Mrs., Mr., Mrs., Dr., etc.
Salutation	Name to use when greeting vendor, e.g. First Name (Robert), Nickname (Bob), etc.
Street Address1: and 2:	Mailing Street address of the company. There are two lines available for street address.
City, State, Zip and Country	Company's city, state, ZIP code and country (if applicable). The ZIP code can contain letters and numbers.
Payee Name	Person/Entity usually financially responsible for account.

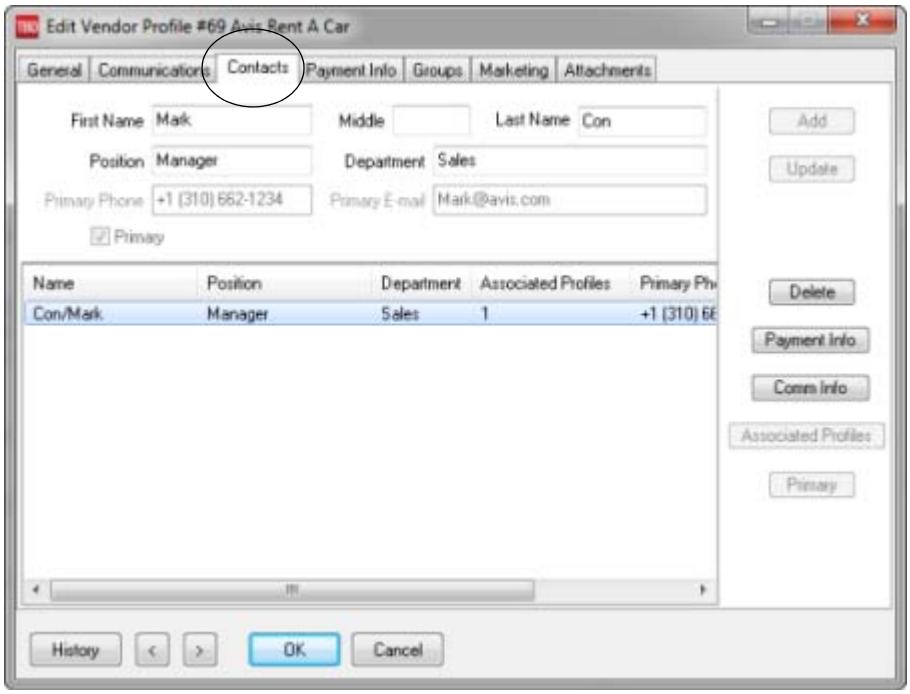
Interface ID	Allowing *Trams Back Office* to create vendor profiles during interface is recommended. Each CRS has a unique code for the vendor. Avoid using only character codes, such as HI or HH. This prevents the tracking of individual properties. We recommend using the chain code with the property code from your GDS.
Airline No.	For use with the res system interface: Enter corresponding airline number.
% Commission	This rate is used when manually adding a booking to an invoice. This rate defaults, but can be changed at the booking level. A blank field indicates there's no default for the profile, so TBO uses the global vendor default percentages entered under Utilities. A vendor profile entered with a 0.00% commission indicates that the default commission rate should be zero. Vendor commissions are applied as follows: If a vendor commission is specified at the booking level of the PNR, that rate is entered in the Comm/Rate field of the booking screen during the processing of the interface records. If NO commission amount or rate was specified in the PNR, then the rate entered in the Vendor Profile,% Commission field is used. A vendor profile entered with a 0.00% commission indicates that the default commission rate should be zero. A blank field indicates there's no default for the profile. If NO rate was specified in the Vendor Profile, then the rate entered under **Utilities|Setup|Global Defaults|Tax-Related** Tab in the Comm Rate field is used. This rate is also used when manually adding a booking to an invoice. This rate defaults, but can be changed at the booking level.
Preferred	Identify vendors as preferred by checking the Preferred box. Preferred versus non-preferred performance is compared in the Vendor Activity Report. Also print customized reports for preferred vendors in the Report Generator. This helps identify the preferred vendors and to produce valuable reports.
Inactive	Click this box to mark this profile Inactive. It will not longer appear in the Query Screen.
Continue Entering Profiles	Click this box to continue entering profiles without getting “booted” out of this screen.
Example:	Budget Car Rental is a preferred vendor for your agency. You want to change their profile to show their new status. Go to the main Profiles menu, then to Query. Select *Vendor* as the Profile Type. Click on the *Name* field and type in “Bud.” Click on Query. Highlight the correct profile. Click on *View* to see the screen for this vendor, then click the Preferred box. Click *OK* to save your changes.

COMMUNICATIONS TAB



Entering Type, Value, Description, Contact Name. Using Add, Update, and Primary.	Select *type* (phone, e-mail, fax, or web) by clicking the down arrow on the scroll bar. The recommended format for entering the phone number is nnn/nnn-nnnn. The area code and the country code entered into Global Defaults automatically default. After entering *Type, Value, and Description* (cell phone, business email, etc.), Click *Add.* Enter as many profile communication entries this way, or click on the Contacts tab to enter more specific Contact communication items which appears here with the Contact's name. To edit an entry, double-click on item, make changes and click *Update.* The first entry of each type defaults as primary. Any selected entry can be designated as primary by clicking on the *Primary* button.
Using Delete/Edit Contact Communication	All Contacts must be associated to a profile, but can be linked to multiple profiles. The delete button removes the Contact from the current profile. Once the contact is deleted from the last remaining associated profile, the profile will be deleted from the database. Email addresses (and other communication entries) now reside in the Contact record, but viewing and/or changing those Contact communication entries can be done by clicking on *Edit Contact Communications* after first selecting the entry.
Columns	The Columns can be sorted in ascending order when the column header is clicked once and in descending order when clicked a second time (with the exception of Primary Phone and Primary E-mail at this time).

CONTACT TAB



All Contacts must be a part of a profile, but can be linked to multiple profiles.

ADD A NEW CONTACT:

1) Type the *Contact First Name, Middle Name, Last Name, Position, Department,* and click *Add.* Need to add a phone number, fax, email or web address? Select the entry and click *Comm Info* to enter. Want to make this entry the primary entry for the profile? Select the entry and click *Primary.*

2) When the Add button is clicked, a query runs to search for any contacts that match the data entered in First/Middle/Last name. At least two of the three Name fields must be entered in order for the search to run. If no match is found, a new Contact record can be created. If match(es) are found, a window entitled *Traveler/Contact Search* is displayed, from which the user can either link the existing traveler/contact or cancel.

3) Click *Payment Info* to add a credit card or bank information linked to this contact. Updates for any payments linked to a specific contact must be done from within the Travelers tab.

4) If this contact/traveler is associated with other profiles, the *Associated Profiles* button is available. When clicked, a new window entitled *Associated Profiles* opens and a list of the associated profiles for that traveler/contact is displayed which includes the number of profiles the traveler/contact is associated with.

Delete removes the Contact from the current profile. Once a Contact/Traveler is deleted from the last remaining Associated Profile, the Contact is then deleted from the database. If a traveler/contact is linked to a booking and deleted from a profile, they will no longer be linked. The name will still appear on the booking as if a free flow name had been entered. *Update* is clicked when changes are made to the contact information.

PAYMENT TAB

Account Type	Select Credit Card or Bank Account from drop-down menu.
Account Number	Enter the Account Number for the credit card selection.
C/C Exp Date/Name on Account	Enter the last day of the month the cc expires and Name of the Account.

Bank Routing No.	This Payment Method can be used for handing off data from TBO to a Payment Distribution Service or the local bank. For complete directions on using this feature, please refer to the Payments section of this manual.

GROUP TAB

Group/Batch	Any group(s) to which the vendor belongs. This field can be used as a selection criteria for reports, or to run group statements and summary reports. Click on *Add.* Type the first few letters of the group name, then click on the arrow to see the choices, and click on the group to close the menu. Set up new groups from here, or from **Utilities|Setup|Groups**.

MARKETING TAB

Business Type	Type of vendor, e.g. Hotel, Cruise, Tour, etc.
Other	Marketing data important to particular vendor. Field is used as selection criteria for lists and labels.
Notes	Any free flow information about the vendor. Field is used as selection criteria for lists and labels.
Additional Notes	Miscellaneous information relating to this vendor. Field is used as selection criteria for lists and labels.
Statement Remarks	**IMPORTANT!** Any remark entered in this area of the vendor profile appears on all statements generated for this profile, if *Include Profile Remarks* has been checked.
Travel Preference	Additional field to keep information.
Travel Categories	Eliminate mismatches between Car and Hotel profiles with the same 2 letter Interface ID code. Interface Record now looks at Interface ID and Travel Category contained in profile for a correct match.
Check Remarks	Enter a specific profile “Account Number” or remark that will print on the check for payments made using the profile.
Alt Interface ID	The interface process now checks both Interface ID and Alternate Interface ID for a match on clients and vendors. This feature is used by those agencies that are using multiple GDS interfaces where the interface ID's for Hotel Codes are different for each GDS. Now use a single vendor profile for both systems. Put one Interface ID in the *Interface ID* field on the profile General Tab, and for a different GDS, the other Interface ID in the *Alt Interface ID* field on the Marketing Tab. Enter up to ten alpha/numeric characters.

ATTACHMENTS TAB

In TBO version 3.05, an attachment tab has been added to all profile (Client, Vendor, Agent, Other), all invoice types (sale, refund, adjustment) and the payment screens. The tab is located adjacent to the tab now named General at the top of each screen. Within the workspace area of the new attachment tab, users can manage (add, view, delete, update) electronic documents of any type.

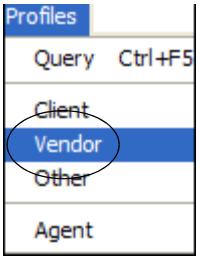
Filename	Click the browse button to locate to the desired file.

Compressed	Defaults to enabled. Compressing the file helps to reduce the file size (maximum file size is 8MB).
Description	Enter a user-defined description.
Path	This field is automatically populated based on the location of the file.

Add, adds a new file; *Update,* updates the existing file with a new or updated file; *View*, opens the file; and *Delete* deletes the attached file.

Entering Vendor Profiles

1. To enter a new Vendor Profile click **Profiles|Vendor.**



Start with the General Information tab. The Name is the only field required for building a vendor profile. Query a profile and modify existing information. ***Trams Back Office* recommends entering as much information as possible in all profiles.** If a field is left blank, it is not used in future applications. For example, if the address fields are left blank, statements and all other output using the address will have blanks where the address would print. *Trams Back Office* also recommends that use of both upper and lower case (e.g. Holiday Inn instead of HOLIDAY INN) when entering the name and address information to enhance the appearance of the mailing labels and other types of correspondence. **Note:** Don't forget the *Interface ID* field if the agency plans to interface invoices for this profile in the future.

2. Click the *Communications, Contacts, Payment Info, Groups, Marketing, or Attachment* tabs to add as much information to the profile as possible. For more details are these areas, read *Vendor Profiles* in this chapter.

3. When the profile is complete, click *OK* and continue entering a profile by selecting *New.*

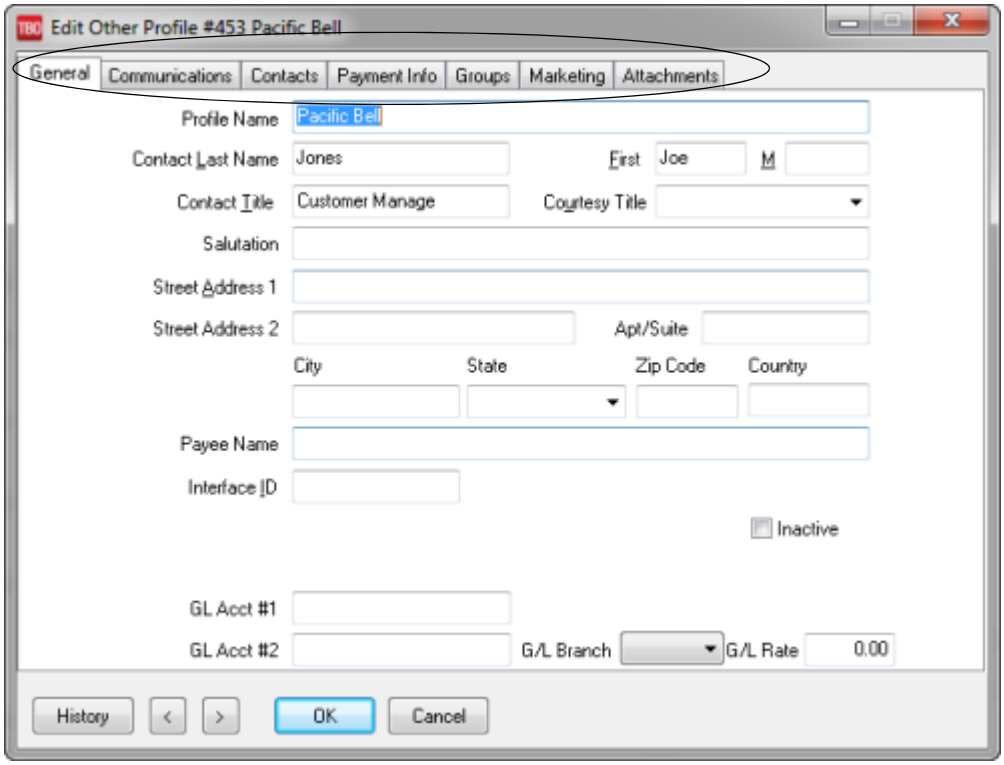
Tip: Look at the bottom of the *New Profile* screen. There is a checkbox next to *Continue entering profiles*. To enter multiple profiles at one time, make sure the box is checked. When finished entering profiles, click on the box and remove the check to return to the main menu instead of the profile entry screen.

A Vendor Profile should be built for each vendor the agency wants to track. (See the Interface Download chapter about creating the Interface ID through the Interface process.) For commission tracking purposes, "Hotel" profiles should be built for each hotel location.

Other Profiles

Other profiles are used in the Payments section and allow for maintaining "other" histories on other individuals and companies with whom the agency does business. For example, a company to which expenses are paid is entered as an *Other* profile. Utility companies (gas, electric, phone), landlord, etc. are entered as *Other* profiles. Name and address information for *Other* profiles is included on computer-generated checks.

Review the listing of fields below to get familiar with the data stored in Other Profiles.



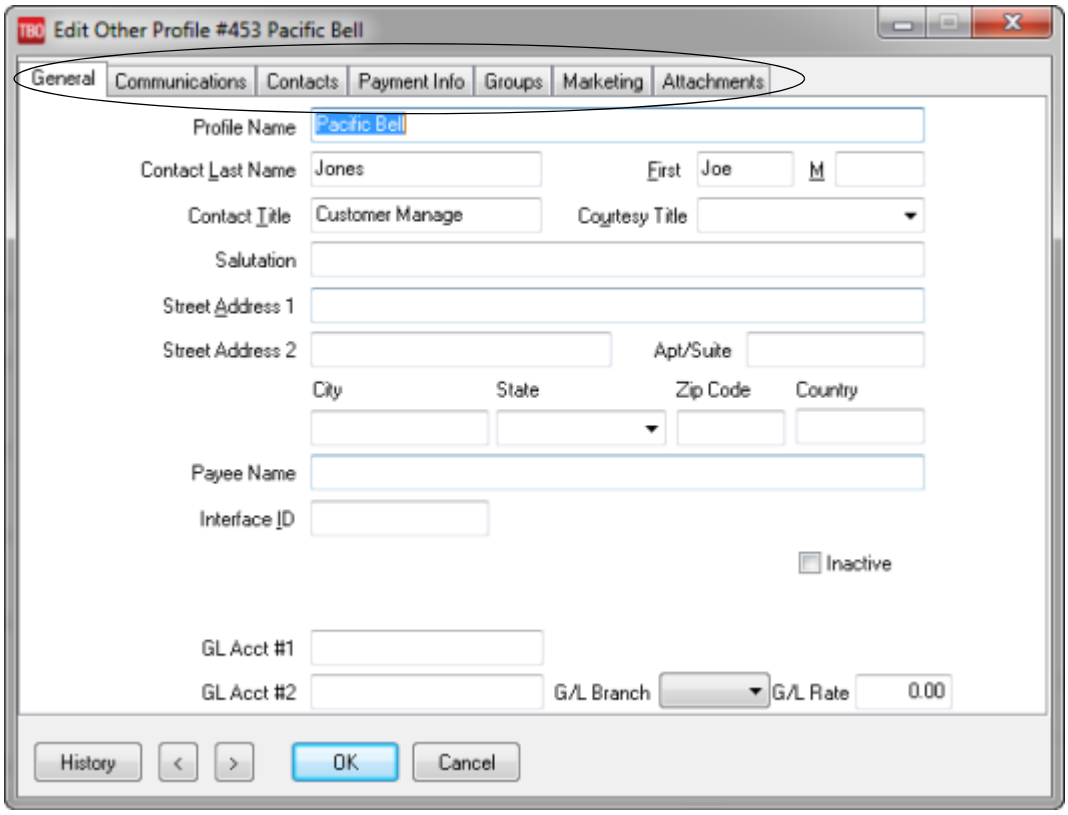
Profile Name	Name of the company or individual.
Contact Last Name, First, Middle	Name of the contact person.
Contact Title	Contact person's title, e.g., Accounts Payable.
Courtesy Title	Such as: Mr. and Mrs., Mr., Mrs., Dr., etc.
Street Address 1: and 2:	Mailing street address. There are two lines available.
City, State, Zip Code and Country	Other Profile's city, state, ZIP code and country if applicable. The ZIP code can contain numbers and letters.
Payee Name	Name of person/entity financially responsible for account.
Interface ID	Only used for transmitting data from certain programs, such as a payroll program. Enter up to ten alpha/numeric characters.
G/L 1 & 2 Account	Default GL accounts for journal entries when making payments for this profile.
G/L Branch	Associate a particular branch to this profile whenever it is used. This overwrites the settings set up at the Branch level and in the Global Defaults.
G/L Account Rate	Specifically designed to calculate Canadian GST taxes during G/L entry.
Inactive	Click this box mark this profile Inactive. It will not longer appear in the Query Screen.

Continue Entering Profiles	Click this box to continue entering profiles without getting “booted” out of this screen.

Entering Other Profiles

To build an Other profile, the only field required is Name.

1. Click **Profiles|Other** to create a new Other Profile.



2. Start with the General Information tab. The Name is the only field required for building an Other profile. Query a profile and modify existing information. ***Trams Back Office* recommends entering as much information as possible in all profiles.** If a field is left blank, it is not used in future applications. For example, if the address fields are left blank, statements and all other output using the address will have blanks where the address would print. *Trams Back Office* also recommends to use both upper and lower case (e.g. Gas Company instead of GAS COMPANY) when entering the name and address information to enhance the appearance of the mailing labels and other types of correspondence.

3. Click the *Communications, Contacts, Payment Info, Groups, Marketing, or Attachments* to add as much information to the profile as possible.

4. When the profile is complete, click *OK* and continue entering profiles by selecting *New.*

Tip: Look at the bottom of the *New Profile* screen. There is a checkbox next to *Continue entering profiles*. To enter multiple profiles at one time, make sure the box is checked. When profiles have been entered, click on the box and remove the check to return to the main menu instead of the profile entry screen.

COMMUNICATIONS TAB

Entering Type, Value, Description, Contact Name. Using Add, Update, and Primary.	Select *type* (phone, e-mail, fax, or web) by clicking the down arrow on the scroll bar. The recommended format for entering the phone number is nnn/nnn-nnnn. The area code and the country code entered into Global Defaults automatically default. After entering *Type, Value, and Description* (cell phone, business email, etc.), Click *Add.* Enter as many profile communication entries this way, or click on the Contacts tab to enter more specific Contact communication items which appears here with the Contact's name. To edit an entry, double-click on item, make changes and click *Update.* The first entry of each type defaults as primary. Any selected entry can be designated as primary by clicking on the *Primary* button.
Using Delete/Edit Contact Communication	All Contacts must be associated to a profile, but can be linked to multiple profiles. The delete button removes the Contact from the current profile. Once the contact is deleted from the last remaining associated profile, the profile will be deleted from the database. Email addresses (and other communication entries) now reside in the Contact record, but viewing and/or changing those Contact communication entries can be done by clicking on *Edit Contact Communications* after first selecting the entry.
Columns	The Columns can be sorted in ascending order when the column header is clicked once and in descending order when clicked a second time (with the exception of Primary Phone and Primary E-mail at this time).

CONTACTS TAB

All Contacts must be a part of a profile, but can be linked to multiple profiles.

ADD A NEW CONTACT:

1) Type the *Contact First Name, Middle Name, Last Name, Position, Department,* and click *Add.* Need to add a phone number, fax, email or web address? Select the entry and click *Comm Info* to enter. Want to make this entry the primary entry for the profile? Select the entry and click *Primary.*

2) When the Add button is clicked, a query runs to search for any contacts that match the data entered in First/Middle/Last name. At least two of the three Name fields must be entered in order for the search to run. If no match is found, a new Contact record can be created. If match(es) are found, a window entitled *Traveler/Contact Search* is displayed, from which the user can either link the existing traveler/contact or cancel.

3) Click *Payment Info* to add a credit card or bank information linked to this contact. Updates for any payments linked to a specific contact must be done from within the Travelers tab.

4) If this contact is associated with other profiles, the *Associated Profiles* button is available. When clicked, a new window entitled *Associated Profiles* opens and a list of the associated profiles for that traveler/contact is displayed which includes the number of profiles the traveler/contact is associated with.

Delete removes the Contact from the current profile. Once a Contact/Traveler is deleted from the last remaining Associated Profile, the Contact is then deleted from the database. If a traveler/contact is linked to a booking and deleted from a profile, they will no longer be linked. The name will still appear on the booking as if a free flow name had been entered. *Update* is clicked when changes are made to the contact information.

PAYMENT TAB

Account Type	Select Credit Card or Bank Account from drop-down menu.
Account Number	Enter the Account Number for the credit card selection.
C/C Exp Date/Name on Account	Enter the last day of the month the cc expires and Name of the Account.
Bank Routing No.	This Payment Method can be used for handing off data from TBO to a Payment Distribution Service or the local bank. For complete directions on using this feature, please refer to the Payments section of this manual.

GROUP TAB

Group/Batch	Any group(s) to which the other profile belongs. This field can be used as a selection criteria for reports, or to run group statements and summary reports. Click on *Add.* Type the first few letters of the group name, then click on the arrow to see the choices, and click on the group to close the menu. Set up new groups from here, or from **Utilities|Setup|Groups**.

MARKETING TAB

Business Type	Type of other profile, e.g. Utilities, Publications, etc.
Other	Marketing data important to particular profile. Field is used as selection criteria for lists and labels.
Notes	Any free flow information about the profile. Field is used as selection criteria for lists and labels.
Additional Notes	Miscellaneous information relating to this profile. Field is used as selection criteria for lists and labels.
Statement Remarks	**IMPORTANT!** Any remark entered in this area of the profile appears on all statements generated for this profile, if *Include Profile Remarks* has been checked.
Travel Preference	Additional field to keep information.
Travel Categories	Eliminate mismatches between profiles with the same 2 letter Interface ID code. Interface Record now looks at Interface ID and Travel Category contained in profile for a correct match.
Check Remarks	Enter a specific profile “Account Number” or remark that will print on the check for payments made using the profile.
Alt Interface ID	The interface process now checks both Interface ID and Alternate Interface ID for a match on clients and vendors. This feature is used by those agencies that are using multiple GDS interfaces where the interface ID's for Hotel Codes are different for each GDS. Now use a single vendor profile for both systems. Put one Interface ID in the *Interface ID* field on the profile General Tab, and for a different GDS, the other Interface ID in the *Alt Interface ID* field on the Marketing Tab. Enter up to ten alpha/numeric characters.

ATTACHMENTS TAB

In TBO version 3.05, an attachment tab has been added to all profile (Client, Vendor, Agent, Other), all

invoice types (sale, refund, adjustment) and the payment screens. The tab is located adjacent to the tab now named General at the top of each screen. Within the workspace area of the new attachment tab, users can manage (add, view, delete, update) electronic documents of any type.

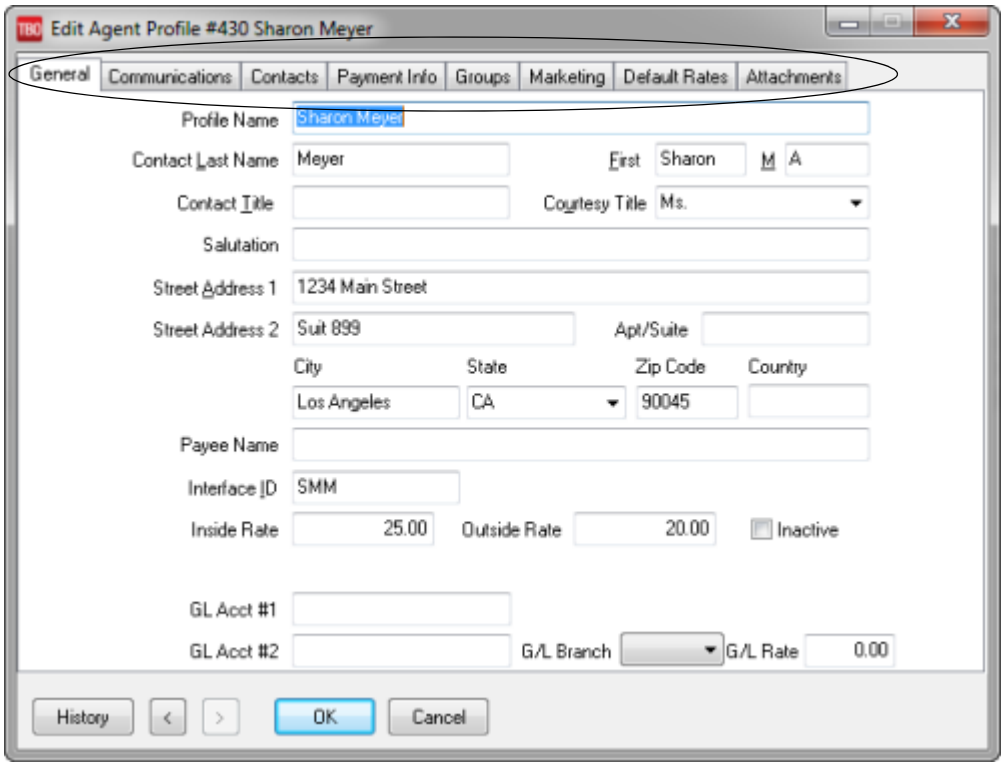
Filename	Click the browse button to locate to the desired file.
Compressed	Defaults to enabled. Compressing the file helps to reduce the file size (maximum file size is 8MB).
Description	Enter a user-defined description.
Path	This field is automatically populated based on the location of the file.

Add, adds a new file; *Update,* updates the existing file with a new or updated file; *View*, opens the file; and *Delete* deletes the attached file.

Agent Profiles

Agents are employees or outside agents. Profiles for agents are similar to other profiles. The Interface ID must match the agent sine entered in the PNR. By default, *Trams Back Office* picks up the booking agent of record, usually a two-character alphanumeric sine of the agent that created the PNR. Enter up to ten characters in the Interface ID to accommodate additional agents or agent overrides. Agent Interface ID's can be up to ten alphanumeric characters (letters or numbers). If the agency already uses codes or initials for identification, continue using them in *Trams Back Office*. By creating an agent profile, inside and outside agents are identified in each invoice and that information is available in the Reports section.

Review the listing of fields below to get familiar with the data available in an Agent Profile.

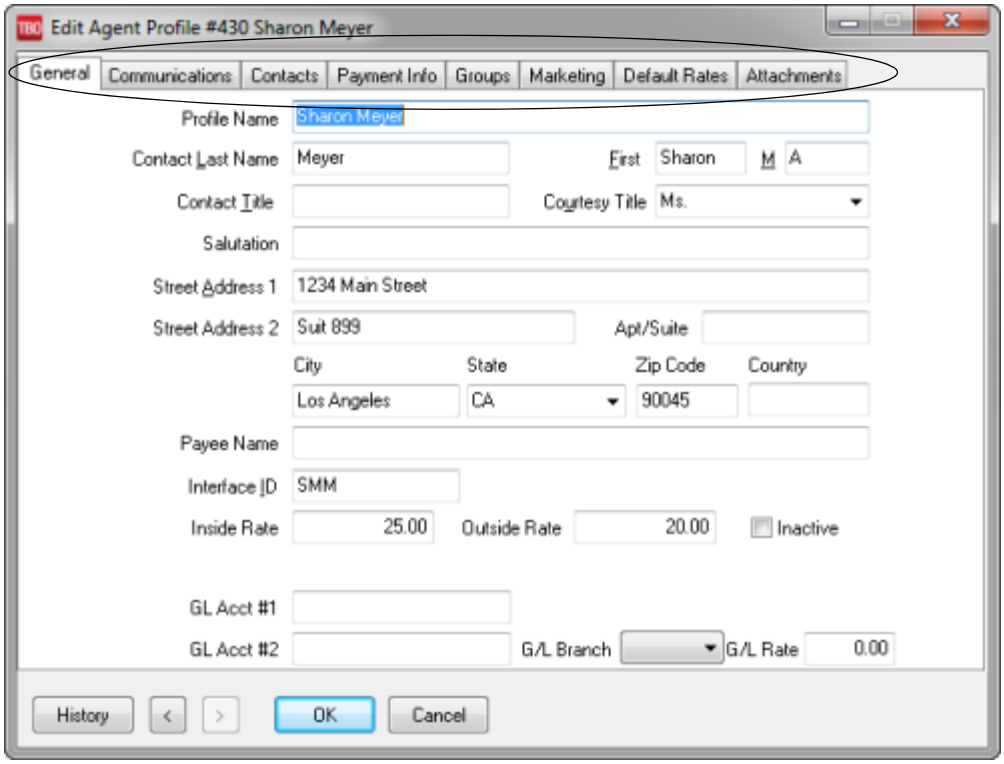


Profile Name	The name or code used to identify this agent. Use any combination of letters and numbers. If created by Interface, *Trams Back Office* uses the same code as the Interface ID.

Last Name, First, Middle	The name of the agent.
Contact Title	Employee's job title.
Courtesy Title	Suggested use is Mr./Mrs./Ms. etc.
Salutation	Name to use when greeting agent, e.g. First Name (Robert), Nickname (Bob), etc.
Street Address 1: and 2:	Agent's mailing street address, up to two lines. Information is used for agent's statements.
City, State, Zip, Country	Agent's city, state, ZIP code, and country.
Payee Name	Name of person/entity paying on the account.
Interface ID	For use with reservation system interface; enter corresponding agent code/ID. See Interface Section for additional agents. Enter up to ten alpha/numeric characters.
Inside/Outside Rates	Default commission rates that the agent earn for both Inside and Outside sales. These defaults carry over to the Invoice screen when this Agent is selected. **Important: See Agent's Rates and Default Rates Below.***
G/L Account 1 and 2	Two default GL accounts for this agent are available when a journal entry is needed for a payment to/from this agent.
G/L Account Rate	Specifically designed to calculate Canadian GST taxes during G/L entry.
Inactive	Click this box to mark this profile Inactive. It will not longer appear in the Query Screen.
Continue Entering Profiles	Click this box to continue entering profiles without getting "booted" out of this screen.
	Mary, whose agent sine is 33, is a salaried employee. You want to track her productivity as an inside agent. Sometimes Mary works on special promotions for a 50% commission, plus a referral commission of 10% for her special corporate clients. Her profile shows NO commission defaults on inside or outside agents. By using the additional commission feature in the invoice, you can track her occasional 50% commission. For her referral clients, you can list the 10% on this profile.

Entering Agent Profiles

1. To enter a new Agent Profile, **Profiles|Agent**.



2. The Profile Name is the only field required for building an Agent profile. Query a profile and modify existing information. ***Trams Back Office* recommends entering as much information as possible in all profiles.** If a field is left blank, it is not used in future applications. For example, if the address fields are left blank, statements and all other output using the address will have blanks where the address would print. *Trams Back Office* also recommends use of both upper and lower case (e.g. John Smith instead of JOHN SMITH) when entering the name and address information to enhance the appearance of the mailing labels and other types of correspondence.

Note: Don't forget the *Interface ID* field if the agency plans to interface invoices for this profile in the future.

3. Click the *Communications, Contacts, Payment Info, Groups, Marketing* tab to add as much information to the profile as possible.

4. When the Profile is complete, click *OK to* return to the Profile Query Screen. To continue entering, select *New.*

Tip: Look at the bottom of the *New Profile* screen. There is a checkbox next to *Continue entering profiles*. To enter multiple profiles at one time, make sure the box is checked. When finished entering profiles, remove the check to return to the main menu instead of the profile entry screen.

COMMUNICATIONS TAB

Entering Type, Value, Description, Contact Name. Using Add, Update, and Primary.	Select *type* (phone, e-mail, fax, or web) by clicking the down arrow on the scroll bar. The recommended format for entering the phone number is nnn/nnn-nnnn. The area code and the country code entered into Global Defaults automatically default. After entering *Type, Value, and Description* (cell phone, business email, etc.), Click *Add.* Enter as many profile communication entries this way, or click on the Contacts tab to enter more specific Contact communication items which appears here with the Contact's name. To edit an entry, double-click on item, make changes and click *Update.* The first entry of each type defaults as primary. Any selected entry can be designated as primary by clicking on the *Primary* button.
Using Delete/Edit Contact Communication	All Contacts must be associated to a profile, but can be linked to multiple profiles. The delete button removes the Contact from the current profile. Once the contact is deleted from the last remaining associated profile, the profile will be deleted from the database. Email addresses (and other communication entries) now reside in the Contact record, but viewing and/or changing those Contact communication entries can be done by clicking on *Edit Contact Communications* after first selecting the entry.
Columns	The Columns can be sorted in ascending order when the column header is clicked once and in descending order when clicked a second time (with the exception of Primary Phone and Primary E-mail at this time).

CONTACT TAB

All Contacts must be a part of a profile, but can be linked to multiple profiles.

ADD A NEW CONTACT:

1) Type the *Contact First Name, Middle Name, Last Name, Position, Department,* and click *Add.* Need to add a phone number, fax, email or web address? Select the entry and click *Comm Info* to enter. Want to make this entry the primary entry for the profile? Select the entry and click *Primary.*

2) When the Add button is clicked, a query runs to search for any contacts that match the data entered in First/Middle/Last name. At least two of the three Name fields must be entered in order for the search to run. If no match is found, a new Contact record can be created. If match(es) are found, a window entitled *Traveler/Contact Search* is displayed, from which the user can either link the existing traveler/contact or cancel.

3) Click *Payment Info* to add a credit card or bank information linked to this contact. Updates for any payments linked to a specific contact must be done from within the Travelers tab.

4) If this contact/traveler is associated with other profiles, the *Associated Profiles* button is available. When clicked, a new window entitled *Associated Profiles* opens and a list of the associated profiles for that traveler/contact is displayed which includes the number of profiles the traveler/contact is associated with.

Delete removes the Contact from the current profile. Once a Contact/Traveler is deleted from the last remaining Associated Profile, the Contact is then deleted from the database. If a traveler/contact is linked to a booking and deleted from a profile, they will no longer be linked. The name will still appear on the booking as if a free flow name had been entered. *Update* is clicked when changes are made to the contact information.

PAYMENT TAB

Account Type	Select Credit Card or Bank Account from drop-down menu.
Account Number	Enter the Account Number for the credit card selection.
C/C Exp Date/Name on Account	Enter the last day of the month the cc expires and Name of the Account.
Bank Routing No.	This Payment Method can be used for handing off data from TBO to a Payment Distribution Service or the local bank. For complete directions on using this feature, please refer to the Payments section of this manual.

GROUP TAB

Group/Batch	Any group(s) to which the agent belongs. This field can be used as a selection criteria for reports, or to run group statements and summary reports. Click on *Add.* Type the first few letters of the group name, then click on the arrow to see the choices, and click on the group to close the menu. Set up new groups from here, or from **Utilities|Setup|Groups***.*

MARKETING TAB

Business Type	Type of agent, e.g. Inside, Outside, etc.
Other	Marketing data important to particular profile. Field is used as selection criteria for lists and labels.
Notes	Any free flow information about the profile. Field is used as selection criteria for lists and labels.
Additional Notes	Miscellaneous information relating to this profile. Field is used as selection criteria for lists and labels.
Statement Remarks	**IMPORTANT!** Any remark entered in this area of the profile appears on all statements generated for this profile, if *Include Profile Remarks* has been checked.
Travel Preference	Additional field to keep information.
Travel Categories	Eliminate mismatches with the same 2 letter Interface ID code. Interface Record now looks at Interface ID and Travel Category contained in profile for a correct match. In the case of an agent profile, probably the Travel Category is *None.*
Check Remarks	Enter a specific profile “Account Number” or remark that will print on the check for payments made using the profile.
Alt Interface ID	The interface process now checks both Interface ID and Alternate Interface ID for a match on clients and vendors. This feature is used by those agencies that are using multiple GDS interfaces where the interface ID's for Hotel Codes are different for each GDS. Now use a single vendor profile for both systems. Put one Interface ID in the *Interface ID* field on the profile General Tab, and for a different GDS, the other Interface ID in the *Alt Interface ID* field on the Marketing Tab. Enter up to ten alpha/numeric characters.

ATTACHMENTS TAB

In TBO version 3.05, an attachment tab has been added to all profile (Client, Vendor, Agent, Other), all invoice types (sale, refund, adjustment) and the payment screens. The tab is located adjacent to the tab now named General at the top of each screen. Within the workspace area of the new attachment tab, users can manage (add, view, delete, update) electronic documents of any type.

Filename	Click the browse button to locate to the desired file.
Compressed	Defaults to enabled. Compressing the file helps to reduce the file size (maximum file size is 8MB).
Description	Enter a user-defined description.
Path	This field is automatically populated based on the location of the file.

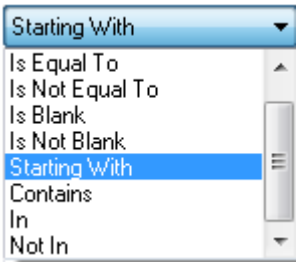
Add, adds a new file; *Update,* updates the existing file with a new or updated file; *View*, opens the file; and *Delete* deletes the attached file.

Profile Query

Query retrieves an existing (or a previously entered) profile. Enter the query screen by either selecting **Profile|Query** from the main menu or using the Profile tab at the bottom of the screen. The query screen is broken into two sections. The top section is used to enter the data for the query and the bottom section displays the results of the query. The fields displayed in the top section show how a profile/s can be found. Each of these fields are fields within a profile and can be used to locate that profile again. As few as none and as many as all can be completed to retrieve a profile.

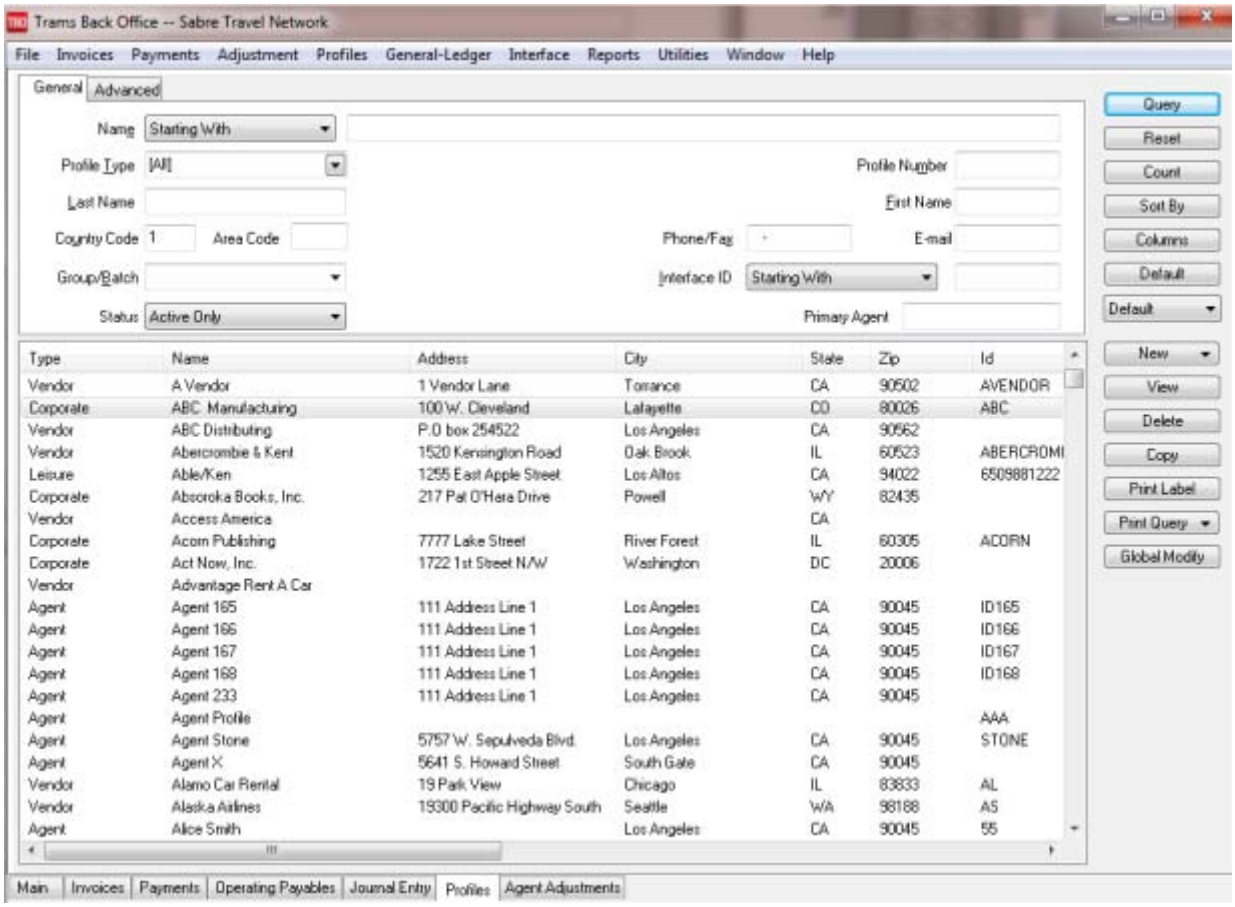
The more criteria entered in a query, the more selective the search for matching invoices. The most frequently used query fields show on the General tab and additional fields are found in the Advanced tab. Enter the criteria available (or applicable) and the system brings up a complete listing of profiles matching that criteria.

To the right of some of the fields are drop-downs with selection options or operators. These operators help



to more narrowly define the search. (When doing searches on fields containing “wildcard” search criteria using the selections of “IN” and “NOT IN," the field must contain the complete string entered between the delimiters or the exact match). In other words, In and Not In works like Is Equal to or Is Not Equal to except that the list of values when using In and Not in when separated by a comma will search for each value in

the list. The entire text would need to match exactly for Is Equal to or Is Not Equal to.


Trams Back Office -- Sabre Travel Network
File Invoices Payments Adjustment Profiles General-Ledger Interface Reports Utilities Window Help
General Advanced
Name Starting With
Profile Type [All]
Profile Number
Last Name
First Name
Country Code 1
Area Code
Phone/Fax
E-mail
Group/Batch
Interface ID Starting With
Status Active Only
Primary Agent
Query
Reset
Count
Sort By
Columns
Default
Default
New
View
Delete
Copy
Print Label
Print Query
Global Modify
Type Name Address City State Zip Id
Vendor A Vendor 1 Vendor Lane Torrance CA 90502 AVENDOR
Corporate ABC Manufacturing 100 W. Cleveland Lafayette CO 80026 ABC
Vendor ABC Distributing P.O box 254522 Los Angeles CA 90562
Vendor Abercrombie & Kent 1520 Kensington Road Oak Brook IL 60523 ABERCROMI
Leisure Able/Ken 1255 East Apple Street Los Altos CA 94022 6509881222
Corporate Absoroka Books, Inc. 217 Pat O'Hara Drive Powell WY 82435
Vendor Access America CA
Corporate Acorn Publishing 7777 Lake Street River Forest IL 60305 ACORN
Corporate Act Now, Inc. 1722 1st Street N.W Washington DC 20006
Vendor Advantage Rent A Car
Agent Agent 165 111 Address Line 1 Los Angeles CA 90045 ID165
Agent Agent 166 111 Address Line 1 Los Angeles CA 90045 ID166
Agent Agent 167 111 Address Line 1 Los Angeles CA 90045 ID167
Agent Agent 168 111 Address Line 1 Los Angeles CA 90045 ID168
Agent Agent 233 111 Address Line 1 Los Angeles CA 90045
Agent Agent Profile AAA
Agent Agent Stone 5757 W. Sepulveda Blvd. Los Angeles CA 90045 STONE
Agent Agent X 5641 S. Howard Street South Gate CA 90045
Vendor Alamo Car Rental 19 Park View Chicago IL 83833 AL
Vendor Alaska Airlines 19300 Pacific Highway South Seattle WA 98188 AS
Agent Alice Smith Los Angeles CA 90045 55
Main Invoices Payments Operating Payables Journal Entry Profiles Agent Adjustments

Buttons on the right side of the screen are also broken into two sections. *Query, Reset, Count, Sort by, Columns,* and *Default* are buttons related to the query:

Query: After using the selection criteria in the *General or Advanced* tabs, click Query to process the search.

Reset: Clears out any previous query criteria in both the General and Advanced tab.

Count: Get a number of items that match the query criteria.

Sort by: Selects how to display the results once the query is executed. By clicking *Save Settings*, save sort settings for next time.

Columns: Used to select which columns of data to display in the results screen. Click *Columns* and choose

the columns to display by highlighting the column in the *Available Fields* and clicking on the left arrow to move it over to *Displayed Fields*. Using the red up and down arrows, put the column in the order to appear on the results screen. Click *OK.* Now go to the results screen and resize the columns. Go back into *Columns,* click *Save Settings* and *OK* to save.

Drag and drop the columns to re-position them on the results screen if desired. Do this by clicking on the column to move, holding down the left mouse button, and sliding the column to any position on the query screen. To place a column to the right or left of any existing column, stop on the column to the right or left and release the mouse. The moved column is inserted in the correct place.

Default: Saves the filters in a query.

Follow these directions to create a new Saved Query:

1. Change the selection criteria on the results screen for the new query to save.
2. Click *Default*.
3. Type in the new query name in the *Setting Name* field.
4. If this saved query is the default, at the top of the drop-down window, check *Set As Default*.
5. Select *Per User* (on this workstation only) or Global (on everyone's sets).
6. Click *OK* to save.

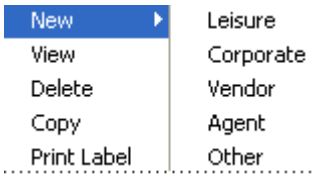
To remove a saved query from the list, check the *Remove the Current Named Setting* box, click *OK* and the saved query is no longer available for use in the drop down field.

Once the listing of matching profiles is displayed through Query, any profile can be added *(New)*, viewed *(View)*, copied *(Copy)*, or deleted *(Delete* - only delete profiles that do not have invoices or payments attached.) Highlight an entry (or multiple entries by using SHIFT or CTR keys), and print a label or labels *(Print Label)* from this menu. By clicking *Print Query,* print out the results screen for all items or selected items.

Global Modify adds a profile *Group* value to any profiles to more quickly and easily modify queried profiles with a Group Code. This is especially helpful for adding the hotel chain code to the *Group Tab* of a vendor profile. If the query screen has some profiles with a Group Code and others without one, selecting *Add For All Query Results* adds the Group Code to all profiles without one and NOT add the code again to all profiles that have it. This adds the Group Code to all profiles in a query without having to specifically select individual profiles using the Ctrl or Shift keys.

Profile Help screens are easily accessed within the Profile's Menu by simply clicking on the *Help* button or F1.

Right-Mouse Click Menu in Profile Query



New creates a new profile - *Leisure, Corporate, Vendor, Agent,* or *Other.*

View the profile.

Delete the profile.

Copy the profile to create new profile.

Print Label prints a single label or an envelope for the profile.

Sorting Profile Data

Sort data in all query screens in two ways:

1. *Quick* sort by one field by clicking on a column in the results screen. The first click sorts the column in ascending order (first to last or earlier date to more current date), and clicking on the same column a second time sorts in descending order (last to first or current date to earlier date).

2. Sort in Ascending or Descending order by up to 3 columns. When clicking *Sort By*, select the first, second or third column sort and what order (ascending or descending) to display the data. Enter the selection criteria and click *Save Settings* and *OK*.

New Profile

To create a new profile from the query screen, click on the *New* button and complete the information fields. (See detailed information on entering each type of profile in sections in this chapter.)

Selecting Profiles/Viewing Existing Profiles

To select a profile to view or modify (once the listing of matching profiles is displayed on the screen) highlight the appropriate profile and select *View*. The creation date is located at the bottom together with a “Modified At” date and time and a “By” if the profile was modified.

Deleting Profiles

Profiles may only be deleted if there is not activity pointing to them. If any activity is pointing to a profile, *Trams Back Office* prompts “*Cannot Delete Profile with Payments/Invoices Attached,”* and will not delete the profile.

1. Click **Profiles|Query**.

2. In the *Name* field, type in the name (or a portion of the name) of the profile to delete.

3. Click the arrow to the right of the *Profile Type* field and select the appropriate profile type. Click *Query* to process.

4. *Trams Back Office* displays a profile list. Click the desired profile, then click *Delete*.

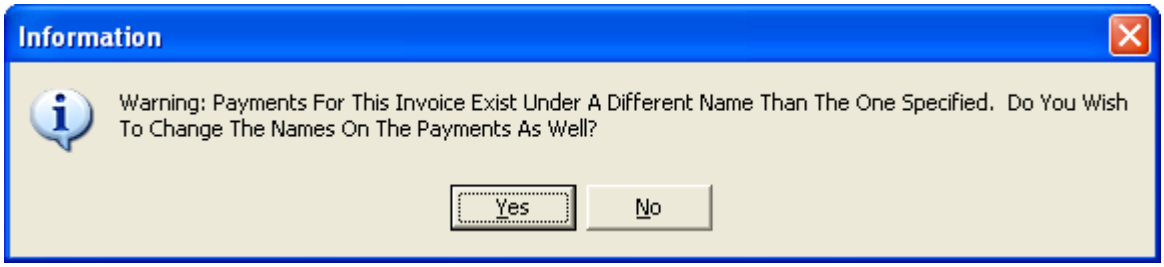
5. *Trams Back Office* prompts, *“Delete Profile (Name)?”* Click *YES*.

6. To delete another profile, click *Reset* and repeat steps 2 – 5.

Transfer Invoice/Payment to Different Profile

If an invoice and/or payment has been applied to the wrong client (in a closed or open period), transfer the invoice/payment all at once by querying invoice up and changing the name of the client.

1. Query the invoice that needs to be moved to a different client.
2. Highlight the invoice and click *View*; or double-click the invoice.
3. Click the *Client Name* field and type in a couple letters of the profile to change the name on the invoice.
4. Use the down arrow to find the exact match.
5. Get the following message if there is a payment attached:


Information
Warning: Payments For This Invoice Exist Under A Different Name Than The One Specified. Do You Wish To Change The Names On The Payments As Well?
Yes
No

6. Click *Yes* to transfer the payment as well OR select *No* for payment to remain under the original Client Name.
7. Query up and delete out the duplicate profile if applicable.

Copying Profiles

To copy information from an existing profile as defaults into a new profile, highlight the appropriate profile to be copied and click *Copy*. The system displays a new profile record with all defaults completed from the copied profile, except for the *Date Created*, which defaults to the system date. Any of these defaults can be changed or deleted and more information entered before saving the new profile. When the profile is complete, select *OK*.

8

Invoices

This chapter contains:

- ☐ Invoice Overview
- ☐ Invoice Query, including Refunds and Adjustments, and Voiding
- ☐ How to enter Spoiled Tickets and enter Finance Charges
- ☐ Additional miscellaneous Invoice features

Enter New Invoices in TBO

Invoices are the daily records of sales and refunds, and are the main source of information for the system. Sales, Refund, Vouchers and Adjustment invoices are entered, queried, retrieved, modified and voided in the Invoice section of *Trams* Back Office. Invoices are entered into *Trams Back Office* either through the interface process, by entering them into ClientBase, or by manual entry. If the agency interfaces, an interface record is created each time an agent drives a ticket or an invoice.

Specific accounting, client, vendor and booking information from the interface record is downloaded to *Trams Back Office* and becomes available for accounting, tracking and reporting needs. Once the downloaded invoices have been received and processed by *Trams Back Office*, modifications can be made manually to all of the fields except the Record Number which is computer assigned. (For more information on interfacing, see the Interface Guide located at **Start|Programs|Trams Back Office|TFW Interface**.)

Important Note: Trams accepts an invoice number range of 0 to 2147483647. Anything higher will NOT be accepted either manually or via the Interface.

Invoices in *Trams Back Office* are made up of three parts: The General Invoice Information, the Individual Booking Details, and the Booking Summary Screen. General invoice information includes information pertaining to the entire invoice, such as Invoice Number, Client Name, and Issue Date. Booking Details contain specific details of a booking, such as Airline or Vendor, Ticket or Confirmation Number, Fares and Commissions. The Booking Summary screen includes a list of all bookings entered along with Invoice Totals.

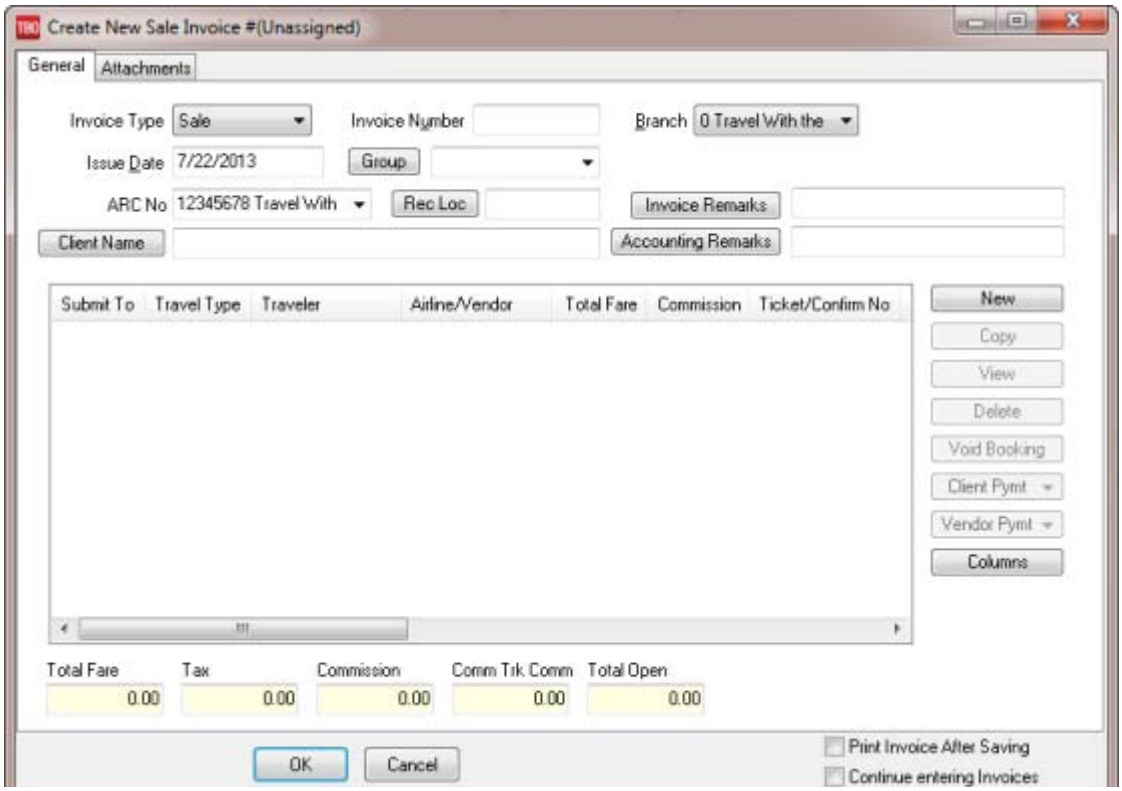
When manually building an invoice in *Trams Back Office*, first enter the general invoice information, then enter each booking.

General Invoice Information

The Sale, Refund and Adjustment (Debit/Credit Memos) screens are combined into one screen that can be accessed by clicking **Invoice|Sale or Refund or Adjustment.** When the *New* Button is selected from the Invoice Query Screen, access the “all-in-one” invoice screen, as well. The screen is defaulted for a *Sale*

Invoice. From this single screen change the *Invoice Type* to a “Refund Invoice” or “Adjustment Invoice” (Debit/Credit Memos).

All the invoice screens are non-modal, meaning that one can click off the screens and go do another task in the program without closing the invoice screen. It is saved in the File Menu under *Window*, and can be reopened to the same invoice screen.



GENERAL TAB - Invoice Header

Invoice Type	Choose the invoice type from the drop-down menu. Types include *Sale, Refund,* or *Adjustment* (Debit and Credit Memos).
Invoice Number	The invoice number is left blank until clicking *OK* to save. This is because the invoice screens are non-modal and multiple invoice screens could be open at any time. As soon as *OK* is clicked to save the invoice the first time, the invoice number is filled in, and *Enter a payment for this Invoice?* message appears. Either accept the invoice number being defaulted, or change to another unused number in the system.
Branch	Duplicate invoice numbers are not allowed within the same branch. If branching ability is turned on in **Utilities|Setup|Global Defaults**, enter a branch number from 0-249 from drop-down menu.
Issue Date	The date of the transaction. The default date is the system date. To change the date manually, enter it in mm/dd/yy format, or double-click on date from calendar.

GENERAL TAB - Invoice Header

Group	An alphanumeric group field (up to 15 characters can be used) is used to link invoices together for reporting purposes. Reports can be printed for an individual, identifying groups travelled with in the past, or printed for the entire group, to view the overall status of a group. To enter an invoice group from this screen, click the *Group* button to add a new group. Individual travelers maintain their own profiles thus eliminating the need for separate group travel profiles. Lisa is a member of her college ski club. During the winter season, she travels with the club at least four times. In the spring, Lisa's family is having a big reunion on a weekend cruise to Ensenada. Lisa has her own profile in *Trams Back Office*. If the group name appears in the Group field on Lisa's invoices, you can see all the trips she made this year by herself or with a group. The information used in this feature can be entered from the *Trams Back Office* keyboard or by using the interface from the GDS.
IC Code	Enter the IC identifier if using the IC/Host feature. This field is only available for use when the Host has created an IC Code in **Utilities|Setup|IC-Host Codes.**
Marketing Code (Marketing ID)	Invoices created with the field populated in a Host database (adding *MIXXXX in the PNR) will include this field in the IC/Host Export Utility created by a Host (Host to IC) when passing GDS created invoices back to the IC for import into their Trams database. The Marketing Code matches to the Client Profile Interface ID codes in the IC database and captures the invoices under the correct profile even though the invoices were created by the IC in the Host GDS under a single *House Account* client profile. This field is only available for use when the Host has created an IC Code in **Utilities|Setup|IC-Host Codes**.
ARC/BSP No.	This field shows only on multi-branch versions of Trams Back Office to report the travel by ARC/BSP number for weekly reporting, but still give credit to the branch that booked the travel.
Record Locator	Enter the record locator number in the Invoice screen. It is located next to the invoice number and is available as a selection in the Invoice Query screen. If the invoice was interfaced, this locator number is filled in automatically and is used for retrieving or referring to an interface record by record locator number. By clicking on this button, review the interface record and Print, Copy to ClipBoard, or Save to File. Our support and interface desks use this to help troubleshoot any interface format issues.

GENERAL TAB - Invoice Header

	The Smith family purchased tickets for their summer vacation and had to change the travel dates twice. When the tickets are re-issued and the exchange transactions are interfaced to Trams Back Office, the record locator is added automatically. *Use Invoice Query to search for Record Locator QP35YR and locate all of the Smith family transactions using this record locator. The invoice for the original tickets and the invoices for the exchanged tickets appear on the screen.*
Invoice Remarks	Click to enter remarks to print on the invoice. The remarks are specific to this invoice such as "This flight is full, please be sure to arrive early for check-in." The remarks print at the bottom of the invoice when the *Print Invoice Remarks* checkbox is checked.
Accounting Remarks	These remarks can only be inserted manually in TBO (no updating via interface or ClientBase). This field and the Invoice Remarks field display as one line due to space limitations; clicking the Invoice Remarks or Accounting Remarks button (to the left of the field) brings up a new window to view and edit the remarks.
Client Name	To identify a client by Name, enter a portion of the client name in the *Client Name* field. Once some letters are entered, a pull-down menu appears, with a list of all matching profiles. Click on the desired name and move the client name into the invoice. Right-click in the Name field and choose *Search by ID* Create a new profile by clicking the *Client Name* button, to launch the *Profile Query screen.* **Warning**: Any variation in the way the client name was entered here versus how the name was entered into the Profile causes the system to prompt with *no match,* and wants to build another profile. **Avoid building duplicate profiles by being diligent about typing as few letters as possible into the Name field during query, and selecting from the results.**
Print Invoice After Saving	Check *Print Invoice After Saving* to print another copy of the invoice. Remove the check from the box if a printed copy of the invoice is no longer required.
Continue entering invoices	To enter multiple invoices at one time, make sure the *Continue entering invoices* box is checked. When entering the last invoice, uncheck this box to return to the main menu instead of the next invoice header screen. The issue date, branch, and ARC/BSP No. are carried through to the next invoice.
History	To view when or who (for separate log-ins) has entered or modified an invoice, click the history button.

ATTACHMENTS TAB

In TBO version 3.05, an attachment tab has been added to all profile (Client, Vendor, Agent, Other), all invoice types (sale, refund, adjustment) and the payment screens. The tab is located adjacent to the tab now named General at the top of each screen. Within the workspace area of the new attachment tab, users can manage (add, view, delete, update) electronic documents of any type.

Filename	Click the browse button to locate to the desired file.
Compressed	Defaults to enabled. Compressing the file helps to reduce the file size (maximum file size is 8MB).

Description	Enter a user-defined description.
Path	This field is automatically populated based on the location of the file.

Add, adds a new file; *Update,* updates the existing file with a new or updated file; *View*, opens the file; and *Delete* deletes the attached file.

The Client and Vendor Payment Buttons have two selections that can be made from each button, *View* and *Void. View* opens full Payment Query Screen to make changes to the payment. *Delete* permits deleting a booking without any tracking. Cleaner looking invoices are created by not having Voided *Booking* items shown. If a void is desired to be shown as in the past, that option is available. There is also a *Columns* Button to customize, order, and size any columns that are available. Select the desired columns, rearrange them by using the up and down arrows and click *OK* to save. Lengthen or shorten the fields, go back into *Columns* and check the *Save Settings* box.

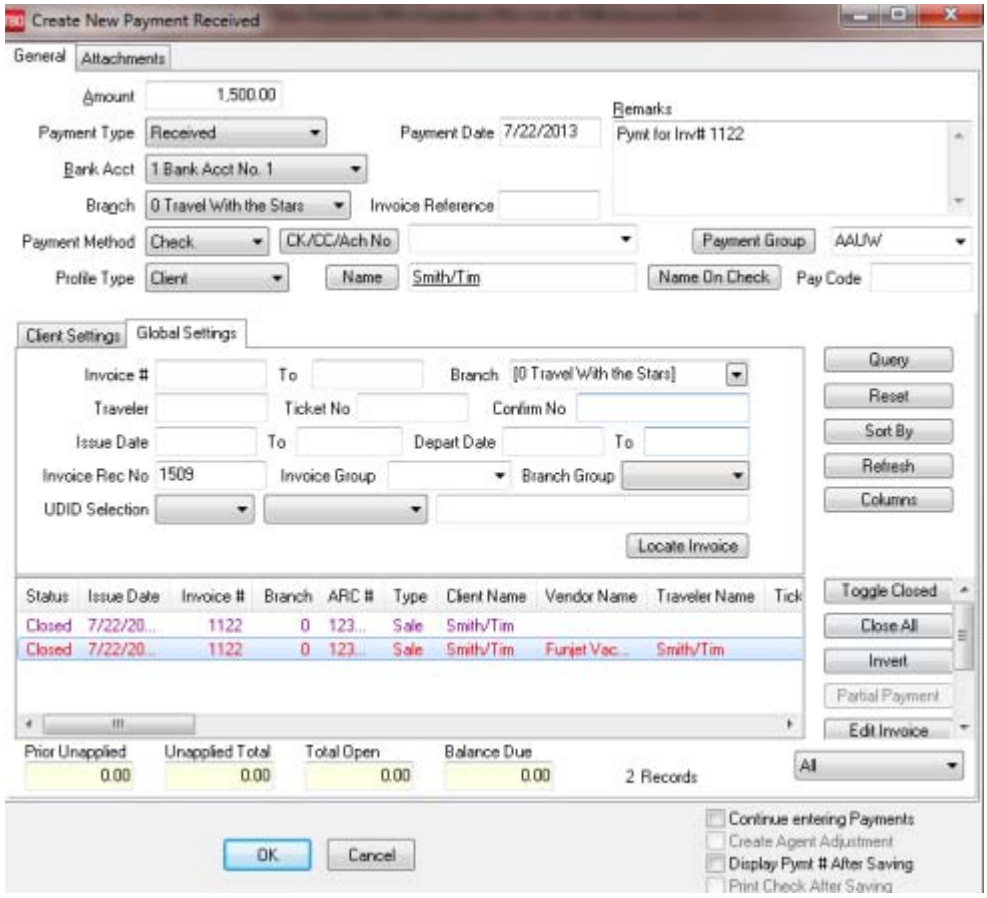
Note: The first agent and his/her status is part of the columns displayed in the bottom half of the new screen. Instead of only being able to see the first agent in any given booking, choose to see up to 4 agents for each booking in the invoice. Go to *Columns* and select any number of agent columns, up to four, to display on the results screen. The column shows both the *Agent ID* and the *Agent Type*. To display only the 1st and 2nd agent in a booking, move agents 3 and 4 from the *Displayed Fields* side of *Columns* to the *Available Fields* side. Remember to check the *Save Settings* box before clicking *OK*.

Applying Payments When Saving an Invoice

When clicking "Yes" to *Enter a payment for this Invoice?*, a full Payment Query Screen is displayed to make one or more payments to the invoice. Notice that the *Total Invoice Amount Open* is defaulted in the *Amount* field and the invoice is already *Toggled Closed* with the *Form of Payment* of *Check*. Enter a check number or change the *Form of Payment* and click *OK* to complete the payment.

In addition to applying a single payment to the single invoice being saved, apply any previous vouchers

created against the invoice being saved. Even apply a payment to more than one invoice for the client.



When the above screen is displayed, click on *Reset* and then *Query*, and all unapplied vouchers and open invoices for the client are displayed. By changing the defaulted amount to the correct payment amount, apply previous vouchers and a current payment to close off the invoice being saved. Attachments can be added to payments. (See above for more details on adding attachments.)

Booking Detail Screen

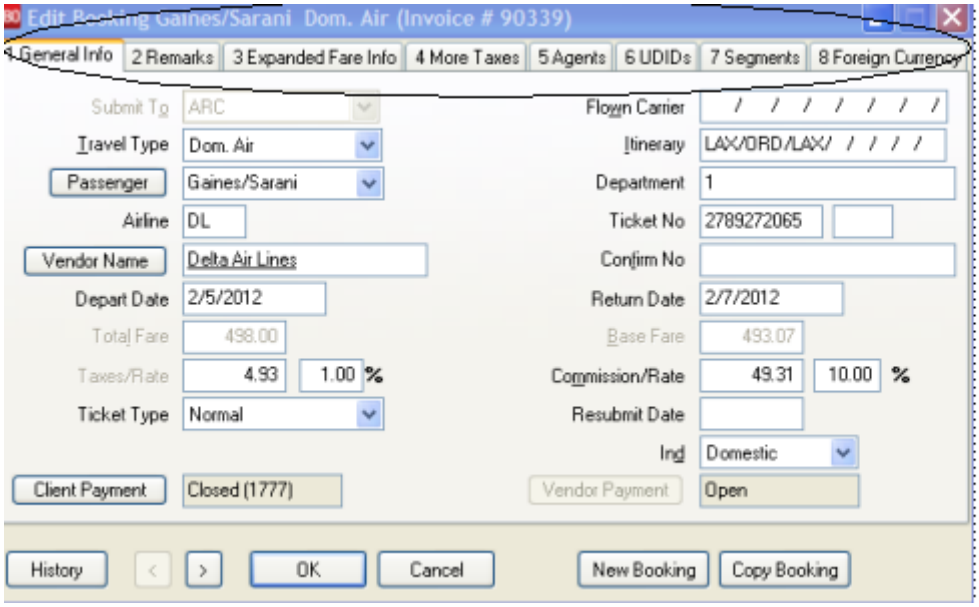
Each invoice has at least one booking detail screen. An invoice with an airline ticket and a hotel has two booking detail screens. (Not interfacing? See sections *Adding a Second Booking to a New Invoice* or *Adding a Second Booking to an Existing Invoice*, later in this chapter.) Enter sales information from the hard copy invoices, including total fares, commissions, airline codes, vendor names, and ticket numbers. The booking information screen is used for any type of sale, including airline tickets, tours, cruises, car rentals, etc.

The booking screen is also non-modal, meaning that a user can click off the screen and go do another task in the program without closing the booking screen. It is saved on the File Menu item, *Window,* and can be reopened to the same booking screen. Identify the Booking Screen to re-display by looking at the top of the screen and noting the Invoice Number of the Booking, and if more than one booking is open, the Travel Type of the Booking, “Air”, “Car”, “Tour” etc.

Use *hot keys* to move from tab to tab in the booking screen, by holding down <ALT>, and pressing the specific tab number. Also use hot keys in the various booking screens, by holding down <ALT>, and pressing the underlined letter before the field.

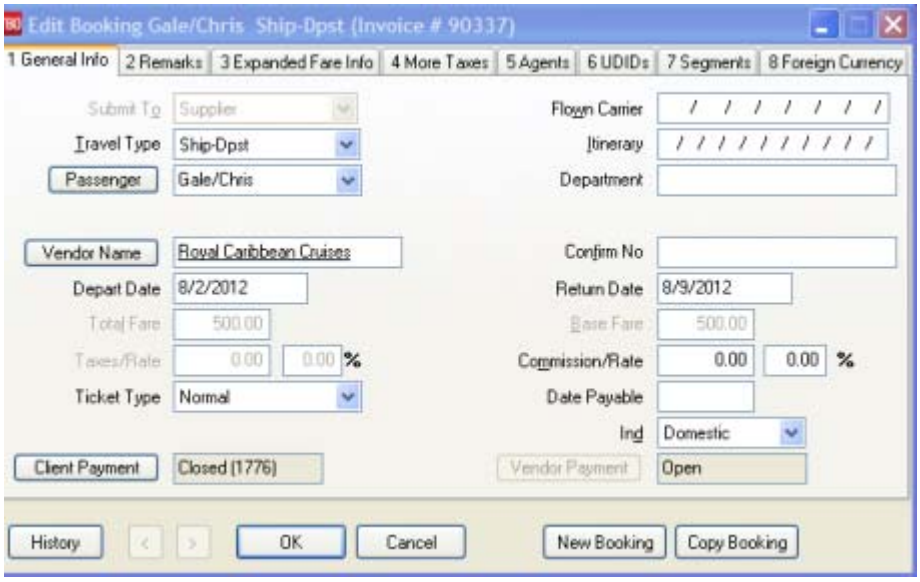
After ending the general sales invoice entry, ***Trams Back Office*** prompts for specific booking details.

ARC/BSP Booking Detail



Tabs:¶
¶
General Info¶
Remarks¶
Extended Fare Info¶
More Taxes¶
Agents¶
UDIDS¶
Segments¶
Foreign Currency§

Supplier Detail Booking



Invoice Fields

Submit To	*Submit To* defines how payment for an invoice is processed. There are three choices: ***ARC/BSP,*** for any ARC/BSP accountable document (Air Tickets, MCO's, AmTrack, etc.); ***Supplier***, for non-ARC/BSP transactions in which a client payment is submitted to the agency and a payment is issued to the vendor or can be used for invoices client paid by C/C and track commission creating a vendor balance and accounted for at time of sale. ***Commission Tracking,*** which does not create balances but creates commission ticklers. Most frequently used for car/hotel booking or when client payment is made directly to the vendor by client C/C, allowing agencies to track commissions due without accounting for them until payment is received. See **Utilites|Setup|Global Defaults** Use the mouse, *TAB*, or *hot keys* to move among selections.
Flown Carriers	Displayed for ***ARC/BSP*** transactions only. Breaks out the carrier over each segment of the itinerary. The two-letter airline code is recommended because that is what is received through the interface; however, *Trams Back Office* accepts any three-character alphanumeric entry. Or click on the *Segments* tab and enter the airline with the itinerary. **Be consistent** because future reporting applications require exact matches.
Travel Type	*Trams Back Office* can generate histories and sales volume by travel type. Travel types also define which sales and cost of sales GL accounts will be updated in the EOP journal entry. This table is user-definable and can be modified in **Utilities|Setup|Travel Types**.
Itinerary	Enter airport codes in the *Itinerary* field, or click on *Segments* tab and enter passenger itinerary, moving to the itinerary field. The first city is considered the city of origin; any additional cities are considered *destinations* for reporting purposes.
Passenger Name	The passenger name defaults to the Client name. Statement and summary reports may be broken down either by invoice or by passenger. If specific passenger data is not required, either leave the passenger name as is, or enter the correct passenger name without moving to the client profile. Passenger names and clients names are often different when the traveler is part of a corporate profile. To select a default passenger name from the profile, enter a portion of the passenger's name and click on the down arrow for a list of passengers. If a match is found, click it to move to the passenger field. If a match is not found, create a new passenger. When there is no profile for that passenger, click the *Passenger* button to create a new passenger which is stored in Client Profiles. Default Passenger Names are for convenience only; they are not necessary to run Reports by Passenger.

Invoice Fields

Department	This field holds 25 alphanumeric characters. There is also a department field in the corporate profile under the *Employee Information* field. Use the *Department* field if the traveler is a permanent member of one department and this information is desired to be saved instead of entering it with every booking. The department field in the invoice booking screen overrides the department name in the profile screen for reporting purposes. Reports detail corporate clients' travel by department affiliation which can be edited with each booking. The information used in this feature can be entered from *Trams Back Office* or by using the interface from the GDS John, an accounting employee of JCT Corporation, is traveling to the plant in Newark to troubleshoot production cost problems. They are charging this trip to their Production Department. Your agency issues a ticket for John and the word *Production* is entered in the department field in the booking screen. Three weeks later, John goes to Atlanta for an accounting seminar. Since this is John's normal department, you have the word *Accounting* stored next to his name in the corporate profile for JCT. Therefore, there is no reason to enter it again in this booking. The Atlanta trip automatically links to John's stored department name. When you print JCT's travel report for the month, John's trip to Newark appears in the activity for the Production Department and his trip to Atlanta appears in the activity for the Accounting Department. JCT Corporation is impressed with the flexibility of your agency's reports. They now can allocate their total travel expenses to the proper departments.
Airline	This field is used in ARC/BSP transactions only. Type the two-letter code of the airline the passenger is flying. If a profile does not already exist for that airline, a prompt appears: *Airline Code Does Not Exist. Add Vendor Profile?* Click *yes* and the airline falls into the fields automatically. (Most major airline profiles have already been entered into *Trams Back Office*!) Then add other pertinent information for that particular airline.
Ticket Number	Displayed for ***ARC/BSP*** transactions only. The default is the last entered ticket number, plus one. Modify by either correcting individual numbers, or if a new number is entered, the default is erased. Note that <Ctrl-Right Arrow> moves cursor to end of field. By tabbing, entry can be made of conjunctive tickets. **Note:** Do not enter the 3 digit airline code or check digit number. The information used in this feature can be entered from the *Trams Back Office* keyboard or by using the interface from the GDS.

Invoice Fields

Vendor	Vendor must be identified. Enter all or a portion of the Vendor Name, and *Trams Back Office* displays a list of matching vendors. (Remember to enter as few letters as possible, reducing the chance of duplicate profiles!) To select the vendor from the list, click the arrow (*right* of Vendor field) and select a vendor name from the list. If no match is found, *Trams Back Office* notifies user of no match and gives the option of creating a new vendor profile, or returning to the invoice. OR, click *Vendor Name* button (*left* of field) and find the *Profile Query* screen. When creating a new vendor profile from the invoice, enter the information and click on *OK* to save. The new profile automatically moves to the invoice.
Confirmation Number	Enter the confirmation number given by the vendor. Up to 25 alphanumeric characters can be entered. (Not required on ARC/BSP bookings.) This field is very important to fill in if the agency is using the PayMode/Pegasus Reconciliation feature. The confirmation number can be entered via interface. Note: Paymode is formerly GCP and NPC. Pegasus is now called Onyx.
Depart Date & Return Date	Enter the depart and return travel dates by either double-clicking the *Depart/Return* field and bringing up the calendar, or by manually entering the dates in mm/dd/yy format.
Total Fare	Enter the total amount for this booking which is the amount being charged to the client. The Total Fare is accounted for as the gross sales figure and is used to create the Client Balance amount for Accounts Receivable.
Base Fare	Base Fare is a calculated field, Total Fare - Taxes. This field is only modified by changing one of the components of this equation.
Tax Amount/Rate	The default Tax Rate for ***ARC/BSP*** transactions is the one set up in **Utilities|Setup|Global Defaults|Tax Rates**. If a flat amount applies, enter the proper flat tax amount in Tax Amount and the system ignores the tax %. (See More Taxes, below.)
Commission/Rate	The default Commission Rate is the one set up in **Utilities|Setup|Global Defaults** or a vendor specific commission can be defaulted within the Vendor Profile. If a flat commission amount applies, enter the amount in *Commission Amount* and the system ignores the Commission %.
ARC|BSP Ticket Type|Original Ticket #	There are two fields in the sale and refund invoice booking screens relating to exchange transactions in an invoice with the *Submit To*: set to ARC/BSP. The first is the ARC/BSP *Ticket Type* field, and the second is the *Orig Ticket* field. When entering an exchange transaction with an add-collect or even-exchange amount, select Ex-Add Coll. Once this field is selected, the original ticket number field will be displayed. To enter an exchange with a refund, while in the refund invoice, select Ex-Refund, then enter the original ticket number. Capturing the original ticket number generates an audit trail which aids in reviewing the number of exchange transactions for any given client, determining profitability and/or need for service fees.

Invoice Fields

	A client purchases a ticket from LAX to JFK for $450 on a 21-day advance purchase. You generate ticket # 1677 890 194. The client calls a week later and needs to change the outbound flight. The fare basis has changed and the fare has gone up to $550 including a $75.00 penalty. A new ticket is issued as an add/collect. Whether you are interfaced or entering the invoice manually in *Trams Back Office*, a new invoice for an exchange transaction is generated with ticket number 1677 890 194 in the *Orig Ticket* field and EX-Add Coll in the ARC/BSP *Ticket Type* field. The Total Fare is the additional amount collected ($175.00 including penalty). The information used in this feature can be entered from the *Trams Back Office* keyboard or by using the interface from the GDS.
Resubmit Date	This field permits moving a booking into a future ARC/BSP period for resubmission. This overrides the invoice issue date when printing the ARC/BSP report, the ARC/BSP Reconciliation, and ARC/BSP Settlement. To resubmit an invoice that has already been listed on the ARC/BSP report, move the cursor to the *Resubmit* field and click on the resubmit date, bringing up the calendar and select a date, or enter it manually, that falls within the *start* and *end* date of a future ARC/BSP week. If dimmed, the ARC Settlement or EOP must be reopened. When running ARC/BSP for the future period, this booking appears on the report. A list of all resubmitted tickets for the week prints at the bottom of the ARC/BSP Reconciliation report. Using these fields saves time and improves efficiency. ARC/BSP bookings can be resubmitted in a future period without affecting invoice issue dates. Anita Jones books a ticket on Tuesday, February 6, from Los Angeles to Chicago with April 4 as a travel date. This ticket is submitted on the ARC/BSP report for period ending February 11. ARC/BSP returns the ticket that needs to be resubmitted on the report for period ending March 3. Query for the original invoice dated February 6, select the invoice, go to the booking screen and enter March 3 in the Resubmit Date field. When the ARC/BSP report is printed for period ending March 3, Anita Jones' ticket is included.
Date Payable	In Supplier and Comm Track bookings, Date Payable replaces the *Resubmit* field. For Supplier bookings, use this field for creating a future payable to the vendor (e.g. Final Payment Due 10/01/xx). This appears as an item to be paid when the Issue Payable Checks option from the main Payments menu has been entered. The *Date Payable* field can also be used to charge Service Fees (TAFP) in the report week of the booking. In a Commission Tracking booking, the *Date Payable* field is used as the date to send a statement to the vendor. Perhaps the booking is for a hotel with a depart date of 9/1/xx and a return date of 10/01/xx. The *Date Payable* field would have 10/15/xx as the date for sending a statement to the hotel.

Invoice Fields

	You are booking a cruise for Jan and Jack Jones. Today is September 1. They are at your desk and as you enter the booking, you also enter the interface codes creating a vendor payable date of October 15 for final payment. By doing this, the final payment check to the cruise line appears when your *Trams Back Office* operator uses the Issue Payable Checks Option on October 15.
International Field	In addition to the travel type of *International*, there is an indicator in the invoice booking screen to mark a booking as International. To use this field, select the appropriate category, *Domestic, International* or *Transborder*, from the drop-down menu. Track revenue by both domestic and international travel and print reports showing all international bookings, including tours, cruises, cars, and hotels. The Miller family is taking a tour to Israel on Tauck Tours. You enter this booking in *Trams Back Office*, and select *International*. This helps you identify the revenue you receive from international sales versus domestic sales.
Client Payment	View a client payment by clicking on this raised button. If the payment is closed, this is indicated with the payment number.
Vendor Payment	View a vendor payment by clicking on this raised button. If the payment is closed, this is indicated with the payment number.
History	Track changes to Client and Vendor Payment Status via the history button. (O) = Open and (C) = Closed.
	The information used in this feature can be entered from the *Trams* keyboard or by using the interface from the GDS.

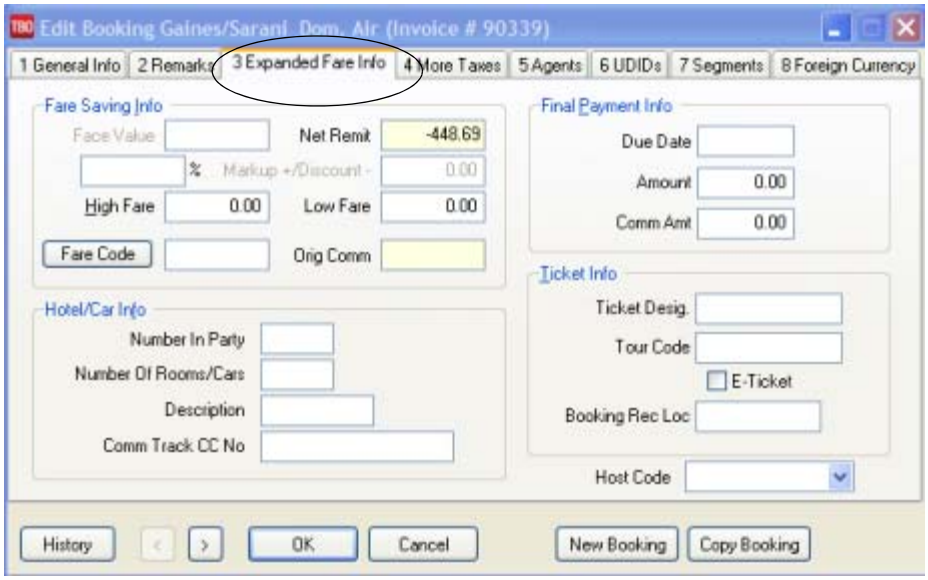
Remarks

Client Remarks	Access the *Client Remarks* field by clicking on the Remarks tab. Miscellaneous client remarks appear on all Client Statements and Fare Savings Reports, and can be used as selection criteria in the Report Generator. These remarks can be entered via interface.
Vendor Remarks	Access the *Vendor Remarks* field by clicking on the Remarks tab. Miscellaneous vendor remarks, appearing on all Vendor Statements, are used as selection criteria in the Report Generator. These remarks can be entered via interface.

Expanded Fare Information

Additional information about the booking are entered on an Expanded Booking Information screen. To get

to this screen click the *Expanded Fare Information* tab at the top of the booking screen.



Face Value	Works in conjunction with fields in the *General Booking* screen, when discounting or markup is involved. In these cases, enter the actual fare the ticket is sold for as the *Total Fare* (amount receivable from the client). Then, enter the actual commission or income earned after discounting into *Commission Amount* in the *General Booking Info*. Click on the expanded fare screen, and enter the fare to be shown on the ARC/BSP report as the *Face Value*. *Trams* accounts correctly for the agency records, and generates the proper report to ARC/BSP specifications.
Net Remit	The read-only Net Remit field indicates the net remit amount for ARC/BSP tickets as they would appear on the ARC/BSP reconciliation report. To calculate the true net remit amount, the commission amount field is reduced by the amount of the discount, and if the commission rate field is populated, the rate is removed and the commission amount is reduced by the amount of the discount. This reflects the correct net remit on the Expanded Fare Tab and on the Vendor Balance report. It also correctly reflects the revenue earned on the booking as part of the commission is given back to the customer through the discount.
Markup +/Discount - and %	The discount is automatically calculated as the difference between the "*Face Value*" and the "*Total Fare*". This area can be modified - when a discounted or minus value is entered, the *Total Fare* field is reduced by the same amount, along with the *Commission* field. When a marked up or plus value is entered, the *Total Fare* field is increased by the same amount, along with the *Commission* field. If the *Face Value* is zero, then the *Face Value* is set to the old *Total Fare* value. The Markup/Discount Rate % field is only an aid to calculating a markup or discount when a rate is known but not the amount. The field allows entry of the rate to do the calculation, but the rate will not be saved after the booking is saved. Any additional changes made to the amounts in either the TF or Comm fields directly affects the amounts for the FV and Markup/Discount fields. Entering a *rate* in the rate field only calculates the initial settings for those fields.

	Entering a 10% discount as -10.00 decreases the TF & Comm fields, while capturing the original TF in the FV field. This would be the same as entering -100.00 in the Discount Amount field. Original Gross TF = 1000.00 Original Comm = 200.00 Rate of Discount = 10% of Gross or 100.00 New TF = 900.00 New Comm = 100.00
High Fare	The full coach fare of current itinerary appearing on the Fare Savings Reports.
Low Fare	A lower, denied fare of current itinerary that can appear on the Fare Exception Report.
Fare Code	The two-character (alphanumeric) justification code which can appear on the Fare Savings Report. These codes are maintained under **Utilities|Setup and Fare Codes** and should be set up prior to interface.
Orig Comm	When discounts or markups are applied, the original commission for the booking is shown and does not have to be mentally calculated as the difference between Face Value and Net Remit. (Face Value +/- the Original Commission equals the Net Remit.)

Final Payment Information

The Final Payment Information is used for reporting purposes only of future payments and commission due to the agency**.**

Due Date	If entered, the system can run final payment reports sorted by final payment due dates (e.g., all final payments due this week, or in October, etc.). Find these reports in the Report Generator.
Amount	Enter the anticipated final payment amount to obtain final payment reporting.
Commission Amount	Enter the anticipated commission payment amount to obtain final payment reporting.

Hotel Information

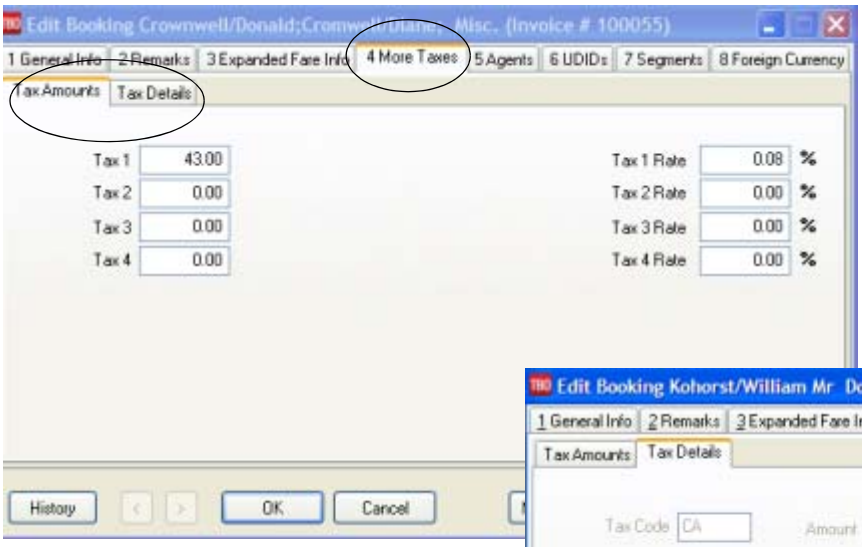
Number in Party	Used for additional reporting available in the Report Generator.
Number of Rooms/Cars	Used for additional reporting available in the Report Generator.
Description	Any 10-character miscellaneous description.
Comm Track CC No.	Enter Comm Track credit card number. (When an invoice is driven in ClientBase, the credit card number appears here.)

Ticket Information

Ticket Designator	The ticket designator is captured through interface or manual entry and is used for advanced reporting capabilities with software such as Crystal Reports.

Tour Code	The tour code is captured through interface or manual entry and is available for use through reporting software such as Crystal Reports.
E-Ticket	The check mark for this box is captured through interface or manually checked and allows reports showing the number of E-tickets run by the agency.
Booking Record Locator	Capture a booking level Record Locator number for those non-ARC/BSP air bookings in a separate field and capture any ticket/confirmation number for that booking in the *Confirmation Number* field. A new interface descriptor code entry of *RL specifies a booking-level Record Locator on an MS line.
Host Code:	A drop-down field to capture the *Host Code* is only visible or available for entries until an appropriate *IC* or *Host* Code is created under **Utilities|Setup|IC/Host Codes**.

More Taxes



The more taxes tab in the invoice booking record now contains two sub-tabs, Tax Amounts where taxes 1-4 are still displayed and a Tax Detail tab where all of the captured taxes are displayed.

The default for GST and QST and other Canadian taxes is entered under **Utilities|Global Defaults|Tax Related**. All tax allocations can be changed under the *Utilities Menu* then under the *Global Defaults*. Look for *BSP Tax Rates 1-4*, *GST* and *QST and other Canadian taxes.* Attach up to a 30-character identifier to each tax field by going to **Utilities| SetUp|Global Defaults**|**Tax Related**. Enter the name or code for each tax. Tax codes and amounts can be grouped together by entering the codes with a comma separator. Click *OK* to save.

A tax table has been added to the database to allow for additional taxes to be captured. The interface parsers were also enhanced to read any taxes delivered via the GDS interface records. To expedite deleting tax details a *Delete All* button has been added. In order to change the tax amount in the general tab, the detail tax information needs to be cleared. Now all taxes can be cleared by clicking the delete all button,

the tax total is then also updated in the general screen to show zero amounts.

Note to Sabre subscribers: Sabre GDS sends a maximum of 3 taxes in the IUR. If there are more than 3 taxes, tax amounts tax 3 and beyond are all combined in the XT tax amount. For Canadian customers, if the RC (HST) or XG (GST) tax falls into tax field 3 or higher, the amounts cannot be broken out.

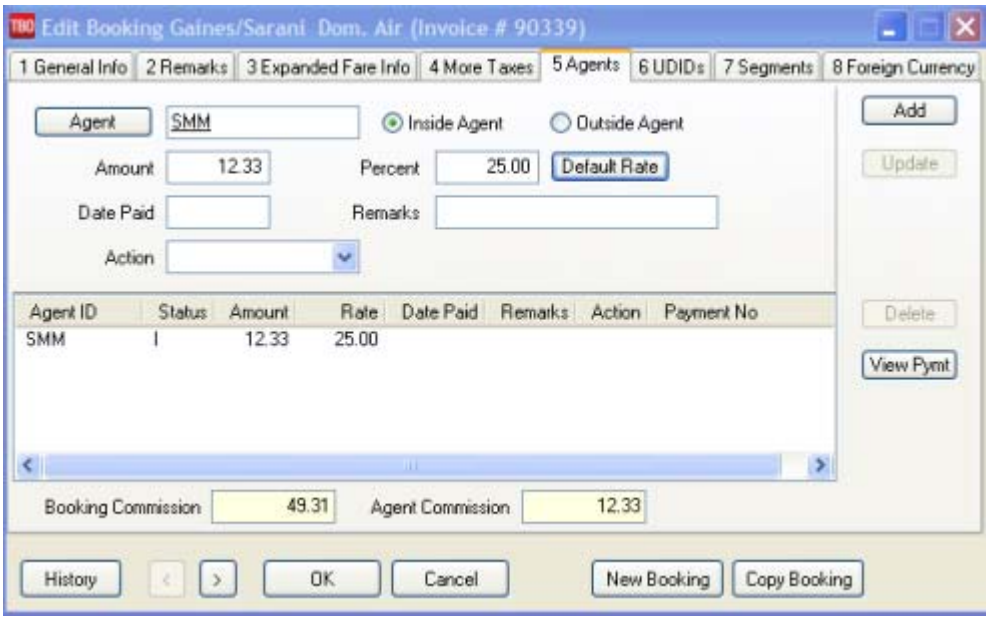
These fields can show a breakdown of miscellaneous taxes such as airport improvements, security tax, or port tax on cruise bookings.

JCT Corporation has a contract with the government and is doing a lot of international travel. They want your agency to provide them with a report that details the airfare and separates the taxes paid. You capture the airfare in the booking screen, and separate each tax in a different field for their reporting purposes. You create a JCT Tax Report in the Build Report section of the Report Generator that incorporates each one of these tax fields.

The information used in this feature can be entered manually or by using the interface from the GDS.

Agents

Link sales agents to a booking by accessing the tab *Agents* found at the top of the invoice booking screen. This commission screen is extremely flexible. The number of agents that can be added is 9 per booking. Enter a percentage, a flat dollar amount, or a negative dollar amount if charging a fee to the sales agent. There is not a limit to commission percentages. A sales agent can receive a 30% commission, a $5.00 booking bonus, and be charged a $10.00 processing fee, all in one booking. The information used in this feature can be entered from the *Trams* keyboard or by using the interface from the GDS.



Identify an agent on the Agent Tab of the Booking Screen as either *Blank, Booking or Ticketing*. The Action field indicates the following:

Blank = An Outside Agent or Additional Agent not identified as either Booking or Ticketing.

Booking = The Booking Agent as identified from the GDS Interface Record.

Ticketing = The Ticketing Agent as identified from the GDS Interface Record.

To flag bookings with booking or ticketing actions, the option must first be enabled under **Utilities|Setup|Global Defaults|Interface Mailmerge Prompt**, *Read Booking Agent* OR *Read Ticketing*

Agent. Recommendation is to only select booking or only select ticketing (not both as duplicate agent transactions will be created if the agent is both the booking and ticketing agent). The option to read the Booking Agent is set as the default. The Action field is set from a flag in the interface record.

The *Action* field will only be automatically completed for future bookings created through Interface.

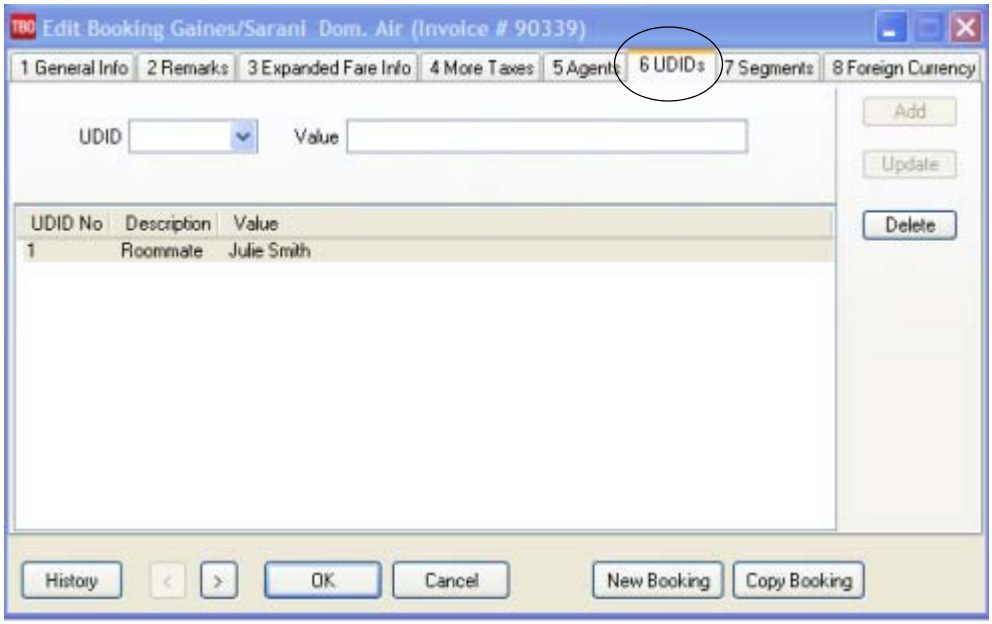
Mary Smith, an outside agent, sold a $3000 cruise. Her booking shows her 50% commission, but she sold a preferred supplier so she is eligible for your $10 preferred supplier bonus.

You add another line to the sales agent commission box for $10 and enter Pref Sup Bonus in the commission remarks. Mary receives her commission report and is happy to see each amount separated on her monthly statement, including your remarks.

Note: Agent Payments are now linked to the Agent Bookings *Cleared* when using the Agent Reconciliation. The *Date Paid* field is filled in at the end of the reconciliation process, and the *View Pymt* button links to the Agent Payment.

UDID'S

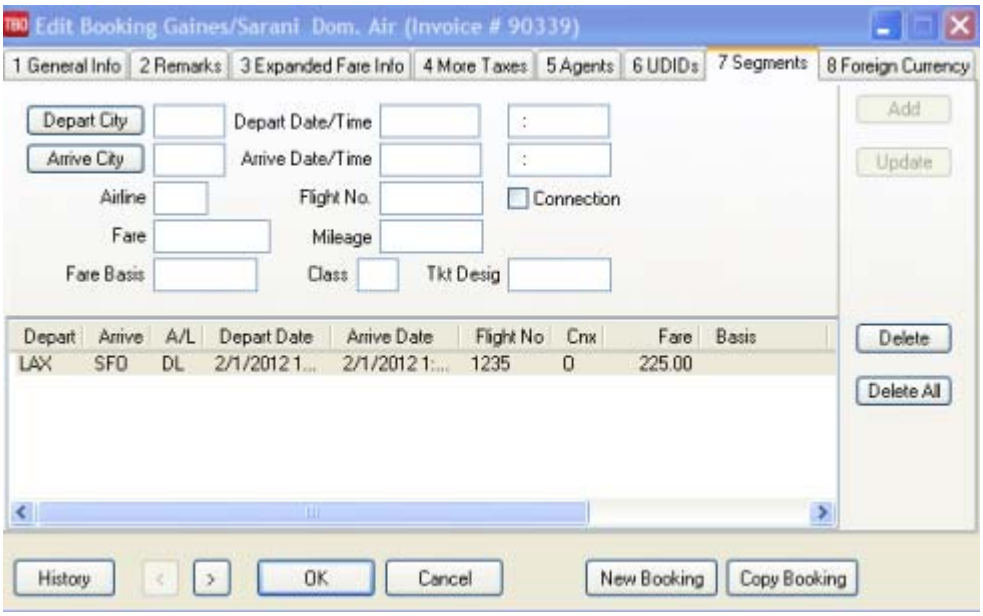
UDID's (User Definable Interface Data) are pieces of information attached to a booking for reporting purposes. They are stored in the invoice booking screen and accessed through the UDID's tab at the top of the screen. Click on *UDID's* to display the table. There are 999 UDID fields. Each field has capacity for 128 alphanumeric characters (if using the GDS, the capacity is 60 alphanumeric characters).



For reporting purposes, UDID's can define categories for each booking, giving access to information which may be important for clients and to customer service — as well as, the agency database. By listing the UDID's in a table, they are easier to read and input and they are separated from the client remarks field. UDID's can contain both negative and positive dollar values which are added together in the report generator.

To de-activate a UDID, go to **Utilities|Setup|UDIDS,** click on the UDID and the *Inactive* button at the top of the screen.

Segments

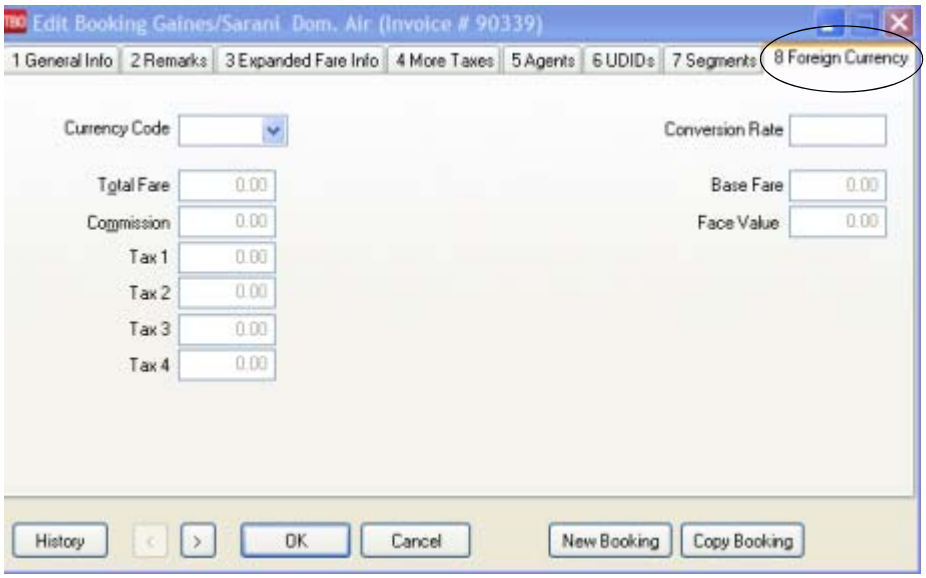


Airline segment information should be added to ARC|BSP supplier and commission tracking bookings. This information is used to calculate accurate segment counts in the City Pair Report under **Reports|Invoice|CityPair**. If segment mileage is present in the interfaced PNR from Sabre, Apollo, and Worldspan, Trams captures that mileage in the mileage field. The mileage can also be manually entered. To find segment information in the invoice booking screen, click *Segments*. Airline segment information is linked to tour and cruise bookings and to non–ARC/BSP carriers such as Southwest Airlines.

Your client, Jeff, books a Caribbean cruise. When you enter this booking in *TRAMS*, you include his arrival and departure time, flight number, and date in the *Segments* screen. You print Jeff an invoice (found in the main Reports menu, under **Invoice|Invoice Printing**) for the cruise booking that also includes his flight information and schedule.

The information used in this feature is entered from the *Trams* keyboard or by using the interface from the GDS.

Foreign Currency



TBO now captures Foreign Currency and Local Currency for each booking where both are present. The local currency populates the General Tab Total Fare, while the Foreign Currency populates the Total Fare on the Foreign Currency Tab.

Note: TBO reads automated HK segments when both local property currency and local agency currency are included in the TAIR. TBO captures Foreign Currency and Local Currency for each booking where both are present.

Add Another Booking to Existing Invoice

To add another ticket, hotel, car booking, etc., to an invoice previously entered into *Trams,* create a separate booking.

1. Click **Invoices|Query**.

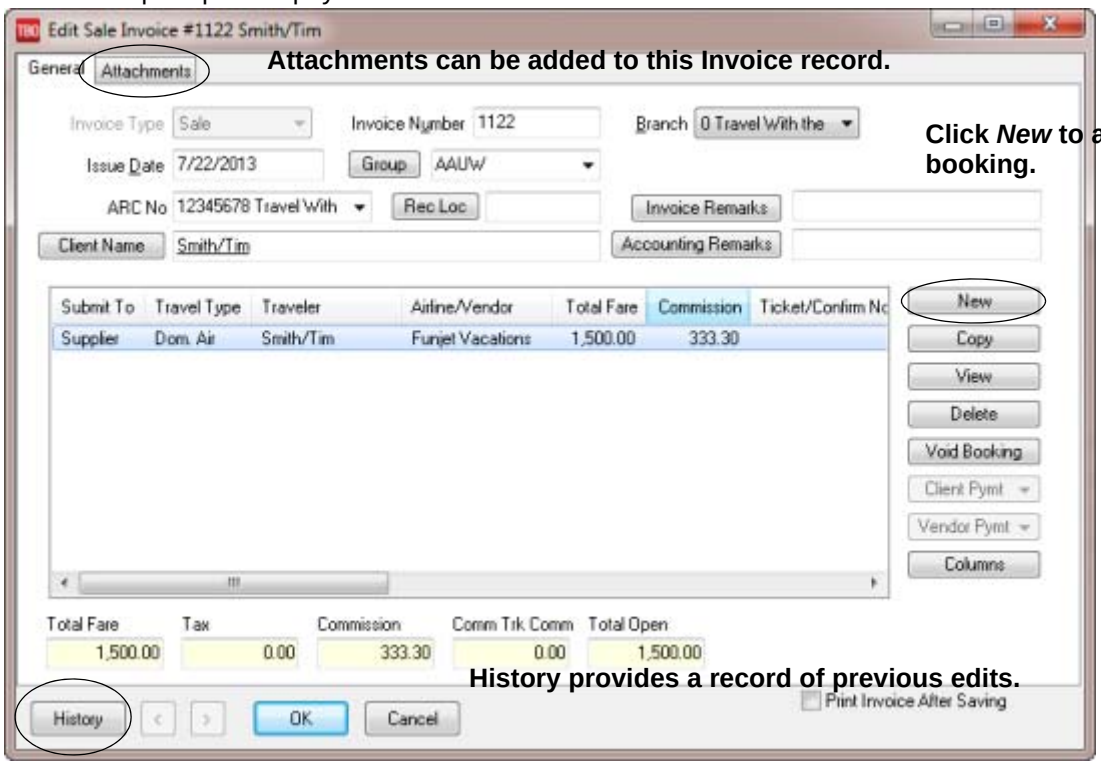
2. In the *Invoice Number* field, type the number of the invoice to which the booking is being added. Click *Query* to process.

3. To view the invoice, highlight it and click the *View* button.

4. Once the invoice is displayed, click the *New* button and enter the booking information, as usual.

5. After entering the booking information, click *OK* to see the list of bookings. Click *OK* again to save the

invoice and prompt for a payment.



Split Booking Option

There is a *Split Booking* option in the Invoice Screen (via the right-click menu on the booking list). Bookings can be split if *Submit To* is *Supplier* and both Client and Vendor status are open. This means a single booking can more easily be split into multiple bookings for applying partial Credit Card payments on an invoice or creating a CC discount. By using the *Split Booking* option instead of the *Copy* button, the total value of the invoice and total commission on the invoice is not allowed to be changed.

The *Split Booking* option also works on invoices in a closed period. When initiating the *Split Booking* option, only a TF field is available for entry. The TF for the booking being added to the invoice will reduce the amount of the TF in the original booking. Any commission on the booking to be split would remain with the original booking, and only a TF will be in the new split booking.

Example:

- Invoice Total for single booking invoice with Carnival is $2000.00 with a commission of $200.00
- Customer makes a $500.00 CC payment on the invoice.
- Right-click to select *Split Booking* and enter in the TF field $500.00.
- Save the split 2nd booking and the invoice now contains 2 bookings.

  1st booking - TF $1500.00 with commission of $200.00

  2nd booking - TF $500.00 with zero commission. On saving, the 2nd booking for $500.00 is closed by CC for the $500.00 payment.
- Invoice total remains at $2000.00 with $200.00 commission.

Multiple splits could be done on the same open original booking for any subsequent CC payments made.

Void/Delete Booking(s) on Existing Invoice

To void a booking(s) on an invoice previously entered into *Trams*, do so under Query.

1. Select **Invoices|Query**.

2. Type in the number of the invoice with the booking being voided. If the invoice number is unknown, query by any one or more of the fields shown. (It is best not to fill in all the fields. Usually two or three fields are sufficient.) Click *Query* to process.

3. Click the invoice with the booking(s) being voided, in order to highlight it and click the *View* button.

4. If the *Cli Pymt* and the *Ven Pymt* fields show payment numbers, the payment(s) must be voided in order to void the booking. Void the payment(s) by clicking the *Client Payment* or *Vendor Payment* buttons, then clicking Void on the next screen. *Trams* prompts, *Void Payment*. Click *OK* to void.

5. Click the booking being voided in order to highlight it, then click the *Void* button. Repeat for any other bookings being voided. **Note:** (The *Delete* Button permits complete deletion of a booking without any tracking for that booking.)

6. Click *OK* to save.

If a payment was voided in order to void the booking, re-enter the payment under **Payments|Received**.

Enter Client Payment from Within Invoice

Client payments are entered either after entering an invoice, or in the payments menu. Credit card payments are usually entered when completing an invoice. To allow cash or check payments to be entered upon completing an invoice, set **Utilities|Setup|Global Defaults|Allow Cash Payments From Invoice** to *Yes*. After entering a new Sale or Refund Invoice, or modifying an existing open invoice, answer the *Trams* prompts.

1. To enter a payment to close the Client Balance generated by the invoice, select *Yes* when *Trams* prompts for payment information.

2. If default credit card information was entered in the Client Profile, *Trams* displays the first default credit card. Select a different credit card from the profile by clicking on the down-arrow. Highlight the entry, moving the number into the field. If there's no default credit card information, the field is blank. Enter credit card information here.

3. If global defaults are set to allow invoice payment by check or cash, *change Payment Method* by clicking on the down-arrow. Highlight the method and click, moving the choice into the *Payment Method* field.

4. Enter check number, bank account (if different from the default), and any associated remarks.

If cash and check payment entries have been set up in the Utilities menu, change Payment Method by clicking on the box next to "Allow Cash Payment From Invoice." Once the payment has been stored, the Client Balance created by entering the invoice is offset and the client's account balance is reflected accordingly. The Receipts report (in the case of Sales Invoices), and the Disbursements report (in the case of Refund Invoices) is also updated accordingly. Partial or Split Client payments and all Vendor payments may be entered from within this Payments screen as well, after toggle the invoice open.

Even Exchange

1. Click **Invoices|Sales**.

2. Enter the Sales invoice as usual.

3. In the *Ticket No* field, enter the new ticket number issued.

4. *Total Fare* is zero.
5. *Commission/Rate* is zero.
6. In the *Ticket Type* field, click the arrow to the right of the field and choose *Ex-Add Coll*.
7. In the *Orig Ticket No* field, enter the ticket number that was originally issued.
8. Complete the rest of the invoice.
9. Click OK to save.

Exchange on MCO

1. Click on **Invoices|Sales**.
2. Enter the Sales invoice as usual.
3. In the *Ticket No* field, enter the new ticket number issued.
4. *Total Fare* is zero.
5. *Commission/Rate* is zero.
6. In the *Ticket Type* field, click the arrow and choose *Ex-Add-Coll*.
7. In Orig Ticket, enter the original ticket number issued.
8. Complete the rest of the booking.
9. Click *New Booking* to get to a new page.
10. Enter a second booking for the *MCO*.
11. In the *Ticket No* field, type the *MCO* number issued.
12. *Total Fare* is zero.
13. *Commission/Rate* is zero.
14. The *Ticket Type* field is Normal.
15. Click *OK* to see a summary of all booking on the invoice.
16. Click *OK* again save.

Ticket Exchange with an “Add Collect”

1. Click **Invoices|Sale**.
2. Enter the Sales invoice as usual.
3. In the *Ticket No* field, type the *new ticket number* issued.
4. In the *Total Fare* field, fill in the *additional collection* amount.
5. In the *Commission/Rate* field, enter the commission earned off of the additional collection amount.
6. In the *Ticket Type* field, click the arrow and choose *Ex-Add-Coll*.
7. In *Orig Ticket No* field, enter the *original ticket number* issued.
8. Complete the rest of the invoice.
9. Click *OK* to save.

Ticket Exchange with a Refund

1. Click **Invoices|Query**.

2. Query the invoice that has the original ticket on it by typing in the invoice number, the ticket number, or any other piece of selection criteria that is known. Click *Query* to process.

3. When the invoice appears, highlight it and then click *Refund*. This copies the sales invoice information into a refund invoice screen.

4. Change the *Invoice Number* to the refund invoice number. If *Default Refund/Adj Invoice No* has been selected under *Utilities/Setup/Global Defaults/Prompt* the refund invoice number will default to the same as the original sales invoice number.

5. Enter the *Issue Date* as the date the invoice is being refunded.

6. *Trams* displays all bookings that were on the original sales invoice. If multiple bookings are appearing and only one booking is being refunded, click on the record(s) **not to include**, then click the *Void* button to void from the refund invoice. The only records that remain should be the records to refund.

7. Next, highlight the remaining booking by clicking it and then click *Modify*.

8. In the *Ticket No* field, type the *new ticket number* issued.

9. In the *Total Fare* field, type in amount being refunded to the client.

10. In the *Commission/Rate* field, type in the amount of commission the agency is losing.

11. In the *Ticket Type* field, click the arrow and choose *Ex-Refund*.

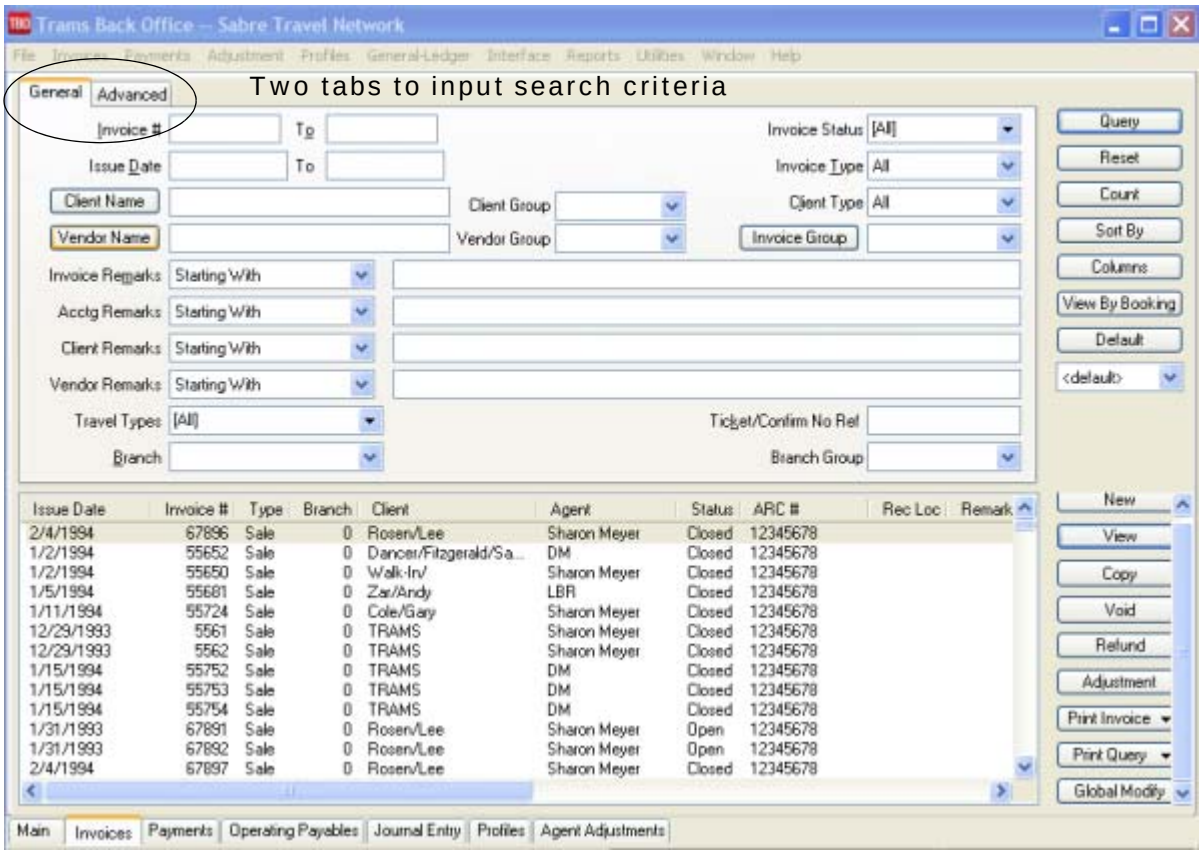
12. In *Orig Ticket No* field, type the *original ticket number* that was issued.

13. Complete the rest of the invoice as usual.

14. Click *OK* to display the booking summary screen. Click *OK* again to save the invoice.

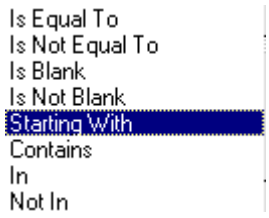
15. *TRAMS* prompts, *"Enter a Credit Card Refund Payment for this Invoice?"* If refunding to credit card, click *YES*. If refunding by check, click *NO* and enter check payment under **Payments|Made**.

Invoice Query



With *Query,* retrieve an existing (or a previously entered) invoice. The query screen is broken into two sections. The top section is used to enter the data for the query and the bottom section displays the results of the query. The fields displayed in the top section show how an invoice/s can be found. Each of these fields are fields within the invoice and can be used to locate that invoice again. As few as none and as many as all can be completed to retrieve an invoice.

The more criteria entered in Query, the more selective the search for matching invoices. The most frequently used query fields show on the General tab and additional fields are found in the advanced tab. Enter the selection criteria, click *Query,* and the system brings up a complete listing of invoices matching that criteria.



To the right of the Invoice, Acctg, Client and Vendor Remarks fields is a separate field with selection options or operators, *Is Equal To, Is Not Equal To, Is Blank, Is Not Blank, Starting With, Contains, In, and Not In*. These operators can more narrowly define the search. (When doing searches on fields containing “wildcard” search criteria using the selections of “IN” and “NOT IN," this is a search for the field to contain the complete string entered between the delimiters or the exact match). In other words, **In** and **Not In** works like **Is Equal to** or **Is Not Equal to** except that the list of values when using **In** and **Not In** when separated by a comma will search for each value in the list. The entire text would need to match exactly for **Is Equal to** or **Is Not Equal to.**

For example, if the only criteria entered into the Query screen is the *Invoice Type of Sale*, a listing of all Sales Invoices is displayed, in issue-date order. If, in addition to the Invoice Type, a portion of the Ticket Number is entered into the Query fields, the list is narrowed further and only Sales Invoices with Ticket Numbers matching that criteria are included. This allows for quick retrieval by Invoice Number or by Issue

Date.

Note: *The Payment No field on the Invoice Query window only applies to Client and Vendor Payments.*

ADVANCED TAB:

The Invoice query advanced tab provides even more fields for searches. For example, there is check box entitled *Invoiced in ClientBase*. When checked, invoices generated in ClientBase would be displayed on the query screen. There is also a Department field (can be added to query columns) and Depart City Arrive City fields for search capabilities. (**Note:** To avoid performance issues (especially with large databases), the recommendation is to include additional query parameters (such as Issue or Depart date ranges or a Client Name, etc.). The itinerary field was added to the query results column options when in view by booking mode. If using the origin/destination fields in conjunction with Depart dates, recommendation is to leave the Depart date to field blank as adding the Depart to date may cause no results to be returned.)

Buttons on the right side of the query screen are also broken into two sections. *Query, Reset, Count, Sort by, Columns,View by Booking/View by Invoice,* and *Default,* are buttons related to the query. Use the *Reset* button to clear away any previous query criteria. This clears both the General and Advanced tab. *Count* is used to give the number of items that match the query criteria. *Sort By* tells the query screen how to display the results once the query is executed.

Columns is used to select which columns of data are displayed in the results screen. Click *Columns* and choose the columns to display by highlighting the column in the *Available Fields* and clicking on the left arrow to move it over to *Displayed Fields*.

Using the red up and down arrows, put the column in the order to appear on the results screen. Go out to the results screen and size the columns. Go back into *Columns* and click *Save Settings* and *OK* to save. Next sort the columns by 3 sorts in ascending and descending order. When completed, make sure to click *Save Settings*.

Drag and drop the columns to re-position them on the results screen if desired. Do this by clicking on the column to move, holding down the left mouse button, and sliding the column to any position on the query screen. To place a column to the right or left of any existing column, stop on the column to the right or left and release the mouse. The moved column is inserted in the correct place. Click *Columns* and click *Save Settings* and *OK* to save.

View by Invoice/View by Booking is a toggle button. When *View by Invoice* is clicked, invoices are displayed, but clicking it again changes this to *View by Booking.* This displays bookings only, and the *Columns* button has many new booking level fields for display that are not under the *Column* button when *View by Invoice* is selected.

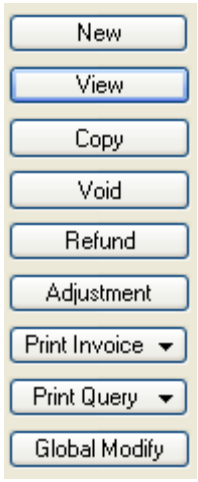
When *View By Booking* is shown on the button, the view is at the Invoice Level, but if *View By Invoice* is shown on the button, the view is at the Booking Level.

To save the filters in the query, use *Default* and follow these directions to create a new Saved Query:

1. Change the selection criteria on the results screen for the new query to save.
2. Click *Default*.
3. Type in the new query name in the *Setting Name* field.
4. If this saved query is the default, at the top of the drop-down window, check *Set As Default*.
5. Select *Per User* (on the user's own workstation only) or Global (on everyone's sets).
6. Click *OK* to save.

To remove a saved query from the list, check the *Remove the Current Named Setting* box, click *OK* and the saved query is no longer available for use in the drop down field.

On the Invoice Query Screen, use <Shift>, left-mouse click for selecting a range of items for closing, deleting, or printing, etc. Using <CTRL>, left-mouse click selects multiple individual items in any order for closing, deleting, etc.



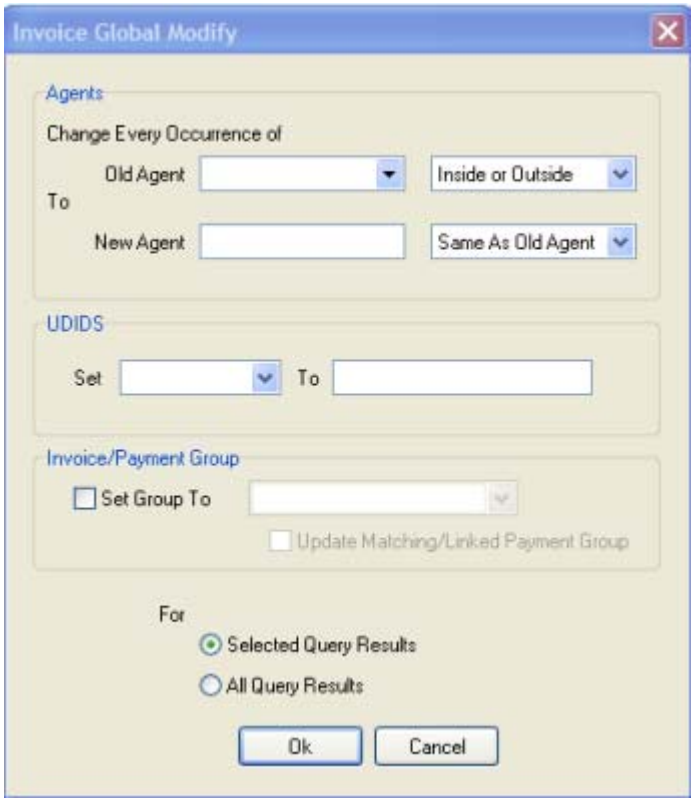
Once the listing of matching invoices is displayed through Query, any invoice appearing can be added (*New),* viewed (*View)*, copied (*Copy)*, voided (*Void)*, refunded (*Refund*), or adjusted (*Adjustment* - debit or credit memos).

Create *Adjustment* invoices for Supplier and Comm Track Invoices by changing the *Submit To* field from ARC/BSP to *Supplier* or *Comm Track.* Write off revenue (commission) on a booking through the End of Period without having to do a Journal Entry. Create a Supplier Adjustment by selecting *Adjustment* for a queried non-ARC/BSP invoice from the Invoice Query Screen.

Print Invoice - To print an invoice "on the fly", select *Use Default Criteria* or *Use Print Dialog Screen*. If *Use Print Dialog Screen* is selected, the user is presented with the Print Invoice Screen found under **Reports|Invoice|Invoice Print**. Changes can then be made for that specific print job. Once the Print Job in the invoice query has been completed, the settings revert back to the default settings as they were before. If the *Use Default Criteria* is selected, no dialog screen is presented and the invoice options used are the default settings as they exist.

Print Query - Print *All Items* or *Selected Items* (by holding down the CTRL key and picking entries). To create a .txt file for export, select *Export All Items,* or *Export Selected Items*.

Invoice Query Global Modify



The Invoice Query *Global Modify* feature enables changes to the agent on queried invoices, modifies UDID's on queried invoices or updates invoice and payment groups en mass.

Globally Modify an Agent on Queried Invoices

First from the query results screen, multiple invoices can be selected (Shift Click/Control Click) and only the agent on those will be updated. If no selection is made, all invoices in the query results screen will receive the update. Type in a few letters of the *Old Agent's* name and select *Inside or Outside, Inside* ***or*** *Outside* from the drop-down. Repeat for the *New Agent* area. The Agent ID is all that is changed. Any commission rate or amount is not pulled from the Agent Profile and would need to be manually adjusted. To modify an agent whose profiles are marked *inactive*, first make the profile active, make the changes, and then make the profile *inactive* once again.

Note: When changing an agent, if the *Date Paid* field is populated in the Agent Tab in the booking, the invoice cannot be modified.

Globally Modify UDIDs on Queried Invoices

First from the query results screen, multiple invoices can be selected (Shift Click/Control Click) and only those invoice UDIDS will be updated. If no selection is made, all invoices in the query results screen will receive the update. Select the UDID to add or modify and in the *To* field enter the information that should appear. Any invoices containing bookings with data for that selected UDID field, will be updated with new information. Any bookings in the query where the UDID is not specified would have the UDID field added.

Globally Modify Invoice/Payment Groups on Queried Invoices

First from the query results screen multiple invoices can be selected (Shift Click/Control Click) and only those invoice and payment group fields will be updated. If no selection is made, all invoices in the query results screen will receive the update. When clicking in the *Set Group To* field an invoice group can be

selected in the drop-down, but the field also accepts free flow.

There is an additional check box that when selected also updates the client payment attached to the updated invoice. Vendor payments attached to the invoice will not be updated.

Notes:

* If an invoice group already exists, the global modify group selection will overwrite the existing group.

* If a group exists in the payment, the global modify feature will not update the payment with the new group.

Globally Modify Commissions on Queried Invoices

Global modify can be used to update the commission rate percentage in a booking. Modifications will only take place if the booking is commission track, if there is no vendor payment on the booking and no agent date paid exists (the agent has not been paid for the transaction). When the booking commission is changed, the agent commission will also be updated accordingly. There is no undo after the commission rates have been changed. Suggestion: when using the global modify feature options to only use one option at a time (uncombined).

From the invoice query screen, query the invoice bookings to be modified and click on the *View by Booking* button (so the query is in view by booking mode). Either select the bookings from the query results screen (if the updates will not apply to all bookings) or if the updates will apply to every booking in the query result screen, don't select any and click the *Global Modify* button. In the comm track booking area, click the box next to Set Commission Rate To and enter the percentage amount. Set the option for either Selected Query Results or All Query Results accordingly. A prompt is displayed outlining the number of bookings changed and the number of bookings skipped. Bookings are skipped if they are not a comm track booking, if they have a vendor payment applied (closed) or if the agent has been paid.

Right-Mouse Click Menu in Invoice Query Result Screen

If the *View by Invoice* button is activated, these are right-mouse clicks available for use.

Select	Select - select current invoice.
New	New - create new invoice.
View	View the invoice.
Copy	Copy the existing invoice.
Void	Void/Unvoid the existing invoice.
Refund	Refund - create refund invoice.
Adjustment	Adjustment - create debit/credit memo.
Print Invoice	Print invoice - print copy of invoice.
Query All Payments	Query all Payments on the invoice.

Right-Mouse Click Menu in Booking Results Screen

If the *View by Booking* button is activated, these are right-mouse clicks available for use.

Select	Select - select highlighted booking
New	New - create a new booking
View	View the booking
Copy	Copy the booking
Void	Void/Unvoid the existing booking
Refund	Refund - Create refund for booking.
Adjustment	Adjustment - Create debit/credit memo for booking
Print Invoice	Print Invoice.
Query All Payments	Query All Payments.

Right-Mouse Click Menu in Invoice Booking Screen

Having double-clicked on an invoice and to see the bookings therein, right- mouse click to see the following items:

New	New - create new booking.
Copy	Copy the existing booking.
View	View the booking.
Delete	Delete the booking
Void Booking	Void/Unvoid the existing booking.
Client Pymt	Client Pymt - To void or see the client payment.
Vendor Pymt	Vendor Pymt -To void or see the vendor payment.
Query Original Invoice	Query Original Invoice.
Query Exchange Invoice	Query Exchange Invoice.

Sorting Invoice Query Data

Sort data in all query screens in two ways:

1. “Quick” sort by one field by clicking on a column in the results screen. The first click sorts the column in ascending order (first to last or earlier date to more current date), and the second click sorts in descending order (last to first or current date to earlier date).

2. Sort in Ascending or Descending order by up to 3 columns. When clicking *Sort By*, select the first, second or third column sort and what order (ascending or descending) want the data will be displayed. Enter the selection criteria and click *Save Settings* and *OK*.

Helpful Hints: Don’t forget to use *hotkeys* to quickly navigate into an invoice area or any area in TBO. If the item has an underlined character in its title, hold down the ALT key on the keyboard, and press the *hotkey* to navigate into this area. Also to view a history of what has been changed in a queried invoice, click the *History* button. There is a field in the Advanced Tab for querying for invoices *Invoiced in CBPlus.*

Viewing/Modifying an Existing Invoice

To edit an invoice previously entered into *Trams,* do so under Query.

1. Click **Invoices|Query** or click on Invoice Query tab below.

2. Query by any one or more of the fields shown. It is best not to fill in all the fields since two or three fields are sufficient. Click *Query* to process.

3. Click to highlight the desired invoice and click *View*. (Or double-click the selected invoice.)

4. To modify the invoice, first check the client payment and the vendor payment. If the *Client Pym*t and *Vendor Pymt* buttons are dimmed for the selected booking proceed to Step 6. Dimmed *Client Pymt* and *Vendor Pymt* buttons indicate that no payment exist.

5. Darkened *Client Pymt* and *Vendor Pymt* buttons indicate a Client or Vendor payment is in place. These payments must be voided before bookings can be modified. Click the down arrow on *Vendor Pymt* or *Client Pymt* to *view or void* the payment(s). Click *View* to view the payment and to print the payment before voiding. Void the payment(s) by clicking *Void. Trams* prompts, *Void Payment.* Click *OK* to void, then click *View* to modify the highlighted booking.

6. Enter all necessary changes.

7. Once the changes have been entered, click *OK* to display the *Booking Summary* screen. Click *OK* again to save the invoice.

8. *Trams* prompts, *Enter A Payment For This Invoice*? If payment was voided in order to modify the invoice, click *OK* and enter the payment information. Click *OK* again to save.

(Tip: Use Ctrl-PgDn/Ctrl-PgUp to access next or previous invoice or booking.)

Move from One Invoice to Another in Query

Move easily from one invoice in a query to another or from one booking in an invoice to another by using the left and right arrow buttons located at the bottom of the open invoice or booking screen:

Copying Queried Invoices

To copy information from an existing Invoice into a new Invoice, highlight the appropriate Invoice and click *Copy*. The system displays a new invoice record with all defaults completed from the copied invoice.

Note: The *Issue Date* defaults to the system date, the *Invoice Number* defaults to the last entered invoice number plus one upon saving, and the Ticket Number, if applicable, defaults to the last entered ticket number plus one, instead of using the copied invoice's defaults.

Any of these defaults can be changed or deleted and additional information can be entered before saving the new Invoice. This shortcut comes in handy when dealing with groups and large numbers of invoices to be hand-entered containing similar information.

Refund Invoices

Refund invoices look and act exactly like Sales invoices, except they are deducted from the Sales figures and they reduce Client, Vendor, and ARC/BSP Balances. Anything that can be entered in a Sales invoice can also be entered to a Refund invoice.

Note*:* All sales and refunds should be accounted for by an invoice.

Capture refund Invoices either by entering all new refund information under **Invoices|Refund** (like a new sales invoice entry), or by using an existing sales invoice called up in query screen and clicking *Refund* to default information into a Refund Invoice entry screen.

ARC/BSP Refund Invoice - Inv. Entered

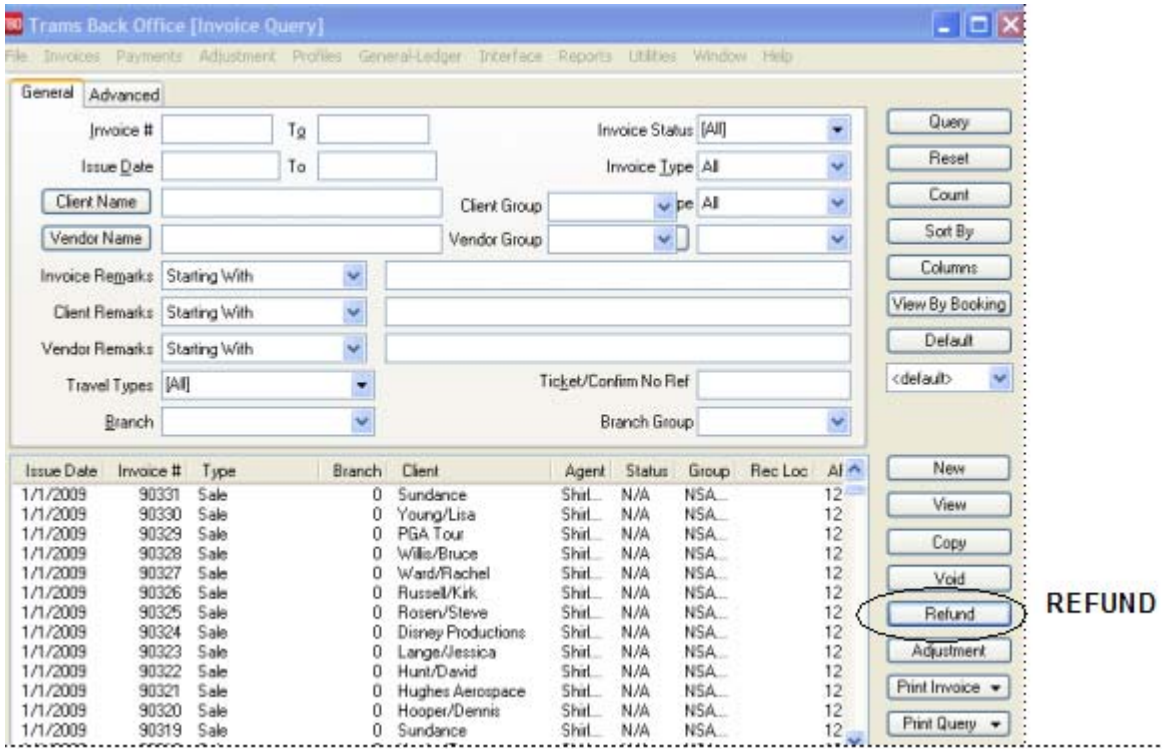
To enter a refund invoice when the original sales invoice has been entered into *Trams*:

1. Click **Invoices|Query**.

2. Query the original sales invoice by invoice number, or any one or more of the fields shown. It is best not to fill in all the fields; two or three fields are sufficient. Click the *Query* button to process.

3. Highlight the invoice to be refunded by clicking on it and then click the *Refund* button. This copies the

sales invoice information into a refund invoice screen.



4. Type in the Refund Invoice number.

5. The *Issue Date* field defaults to the current date. If the date of the invoice is different than the date shown, type in the desired date. *Invoice Number* and *Issued Date* reflect the current defaults. Default the refund invoice to have the same invoice number as the original Sales Invoice by setting this option up in **Utilities|Global Defaults|Prompt|Default Refund/Adj Invoice No.**

6. All bookings from the original invoice are displayed. If there are any bookings appearing are not being refunded, click them to highlight and press delete to remove.

7. To modify the invoice booking information, click the booking to highlight it and then click *Modify*.

8. To make any changes to the *Total Fare*, *Commission/Rate*, etc., highlight that field and type in the correct information.

9. Complete the invoice as normal. Click *OK* to store the information and return to the booking summary screen. Click *OK* a second time save.

10. *Trams* prompts, "*Enter a payment for this invoice?"* If the invoice is being paid by *credit card*, click *Yes*. If the invoice is being paid by Cash, Check, EFT or CC Merchant, click the *NO* button and enter the payment under the Payments menu. (See *Payments Received* in *Payments* chapter.)

ARC/BSP Refund Invoice – Inv. Not Entered

To enter a refund invoice when the original sales invoice was not entered into *Trams*:

1. Click **Invoices|Refund**.

2. Type in the refund invoice number to create. *Trams* automatically defaults to one number greater than the last invoice number created upon clicking *OK*.

3. If the agency has multiple branches, enter the appropriate branch number for the invoice in the *Branch*

field.

4. In the *Issue Date* field, type in the date the invoice was driven.

5. If the invoice belongs to a group, enter the group designator in the *Group* field.

6. In the *Remarks* field, type in free flow information.

7. In the *ARC/BSP No* field, click the arrow and choose the appropriate branch.

8. In the *Client Name* field, type in a few letters of the client's name. *Trams* displays any matching profiles. Click on the correct profile. If a match can't be found, *Trams* prompts to create a new profile.

9. *Trams* displays the *General Info* screen.

10. Leave the *Submit To* field as *ARC/BSP*.

11. In the *Flown Carrier* field, type the two-letter code of each carrier on the ticket.

12. The *Travel Type* field defaults to *Air*. For a list of other Travel Types, click the arrow.

13. In the *Itinerary* field, type in the City Pairs. Include the *Departure City*, *connecting cities,* and the *Arrival City*.

14. If the name of the person traveling is different than the profile name, enter the correct name in the *Passenger* field, or click on the arrow.

15. In the *Department* field, type in the name or number of the department, or leave blank.

16. In the *Airline* field, type in the two-letter Airline Code.

17. The *Ticket No* defaults to the next available number. If it isn't correct, type in the 10-digit number. (Do not include the 3-digit airline code or the check digit.)

18. The *Vendor Name* field is automatically filled in when the Airline Code is entered. For an *MCO*, type in the Vendor Name, if different than the Airline.

19. Leave the *Confirm No* field blank for an airline ticket. In the case of an *MCO* for a tour, type in the *confirmation number*.

20. Enter the *Depart Date* and the *Return Date* or leave blank.

21. Type in the amount being refunded in the *Total Fare* field.

22. The *Base Fare* field is calculated automatically after the taxes are filled in.

23. Enter the amount of tax in the *Taxes/Rate* field. (A default percentage can be set up in the Utilities menu. See *Utilities* chapter.)

24. The *Commission/Rate* field defaults to 10%. If the commission amount differs, type in that amount, including the decimal point. In some cases commission would not be lost. So if earning commission, type a hyphen (-) and the dollar amount.

25. Leave the *Ticket Type* set to *Normal*.

26. Leave the *Resubmit Date* field blank.

27. In the *Ind* field, click the arrow and select from Domestic, International or Transborder.

28. Click the *Remarks* tab**. Remember! Information entered in the client remarks box prints on a client statement. Information entered in the vendor remarks box prints on a vendor statement**. Type in free flow information.

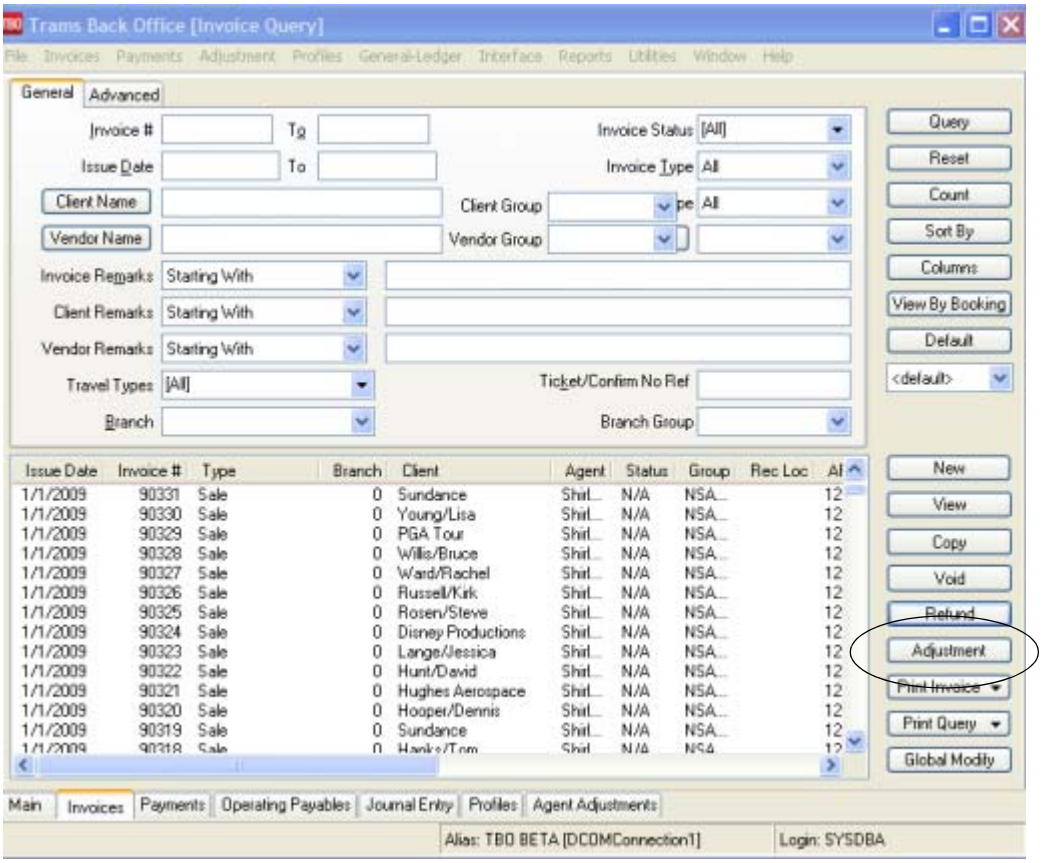
29. To enter additional information, such as fare savings information, click the *Expanded Fare Info* tab.

30. In the case of multiple taxes, click the *More Taxes* tab.

Debit/Credit Memos and TAAD's/SSAN's

Enter an adjustment invoice for Debit/Credit memos or TAAD's under the invoice query screen, in Adjustment. SSAN's are the BSP equivalent of TAAD's.

Invoices|Adjustments



Track Debit/Credit memos and TAADs and link them to client and vendor profiles for reporting purposes. In the booking screen there is a field called *Ticket Type*. Change this field to read either *Debit Memo*, *Credit Memo* or *TAADs* clicking on the arrow and highlighting the section.

Invoices|Adjustment Invoice

Special Note: Agent commissions are automatically adjusted with each Debit/Credit memo entered if the *Percent* field of the Agent Tab of the original invoice booking has a value in it. If only the *Amount* field has a value in it, that field will be blank in the Adjustment Invoice, so enter the correct amount on the Agent Tab of the Adjustment Invoice.

Air Canada Credit Memos

Air Canada pays commissions via credit memos, which are processed through BSP. These are the recommended steps agencies should follow to properly account for these transactions.

1) Create the invoice in *Trams Back Office* either via interface or manual entry. The issue date will reflect the actual date of the sale:

* Submit to = Supplier (Comm Track invoices would not account for sales/cost of sales in the general

ledger)

* Total Fare = Amount of ticket
* Commission = Amount of commission earned on the ticket
* Form of Payment = Credit card
* Sales Agent(s) = Sales Agent(s) in PNR

2) On the Monday after the BSP Canada Web sale, BSP will e-mail a Web Cash Reward report and Web Account file.

3) Upon receiving the BSP Report, it will list the credit memo, and at that time be sure to create an Adjustment Invoice in *Trams Back Office* (**Invoices|Adjustments**, or Debit/Credit Memo) - one booking record for each confirmation number.

* Client name on the invoice = Air Canada
* Vendor name on the invoice = Air Canada
* Memo number in the invoice = Credit memo number
* Original Ticket number in the invoice = Credit memo number
* Do not enter any Sales Agents to the credit memo as they were already tagged when the supplier invoice was created in Step 1

4) Perform the BSP Settlement as usual.

5) Run a Vendor Statement Summary report (**Reports|Vendor|Statement**) and compare this to the Credit Memo from Air Canada. This serves as a reconciliation process to ensure that the proper commissions were received from Air Canada on the Credit Memo.

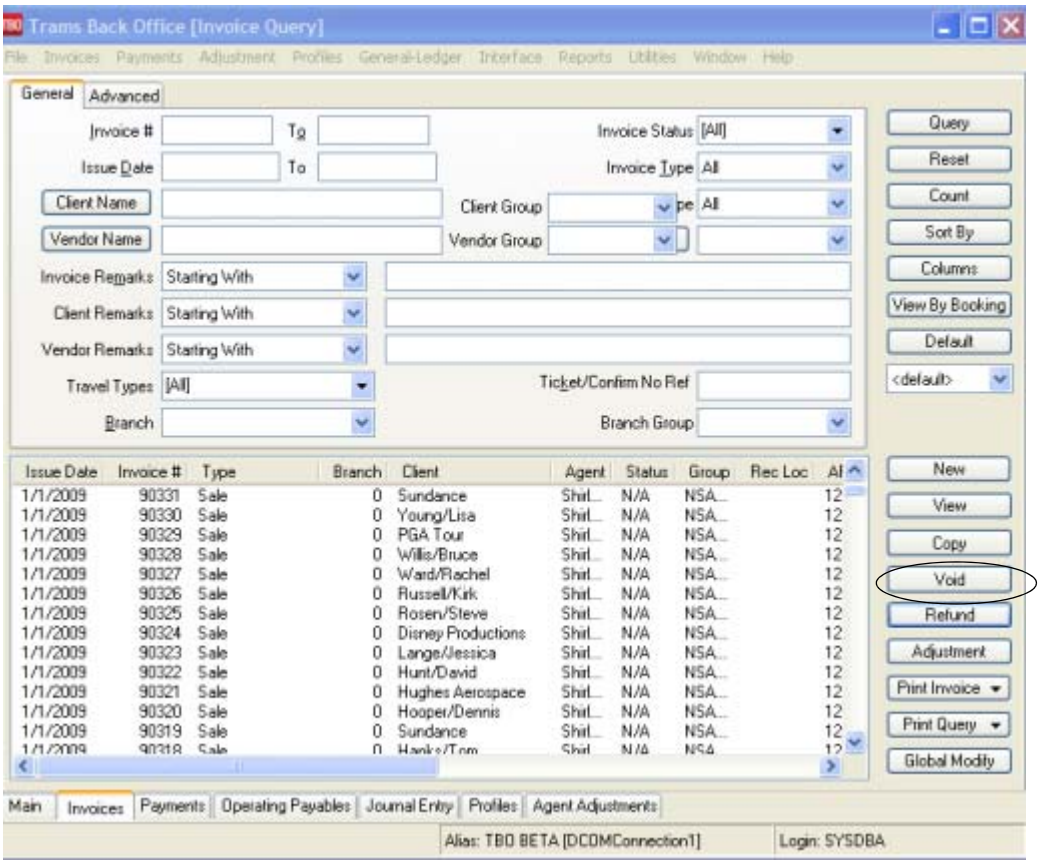
* Report type = Summary
* Vendor Name = Air Canada
* From and To dates = BSP reporting period

6) Write off the Vendor Balance on the Vendor Balance Report created from Step 1. Go to **Payments|Received** after determining the amount of write-off based on the reconciliation process in Step 5. Enter the amount in the amount field of the payment received screen with a Pay Method = Other; Payment Date = BSP Settlement Date; Profile Type = Vendor Supplier; and Name = Air Canada. Toggle closed invoices that were paid by the Credit Memo from Air Canada and journalize to BSP Adjustments.

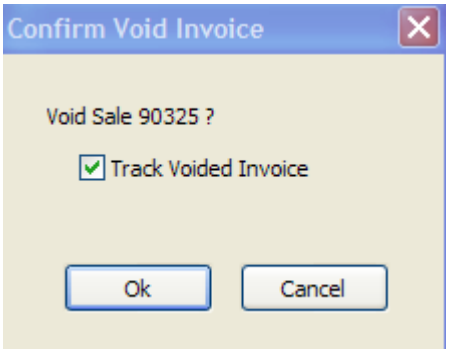
Note: Agent Statements will be affected by the write-off of the Vendor Balance, as this is a Supplier CC transaction and should be set to Vendor Payment Date.

Voiding Invoices

Go to **Invoice|Query** to bring up the following screen:



To void an invoice, query the invoice, click to highlight and then select the *Void* button. The system prompts, "Void Sale xxxx? (xxxx is the invoice #). To track the Invoice Number and any corresponding ticket numbers in *Trams* as void, check *Track Voided Invoice.* (To be able to *Unvoid* in future, this area must be checked off.*)* To erase the invoice entirely from the system, uncheck *Track Voided Invoice.*Select *Cancel* to leave area without voiding.



If any payments have been applied to an invoice, those payments must be voided prior to voiding the invoice. If the only payments (single or multiple) applied to the invoice are credit card payments, the system automatically voids the credit card payments while voiding the invoice. The credit card number does not have to be the same as long as those payments only apply to the invoice being voided.

If there are multiple payments but not with the same form of payment, or the vendor side of a booking has its own payment number, as an ARC booking closed on the vendor side through the ARC Settlement would, then void the payments first and then void the invoice.

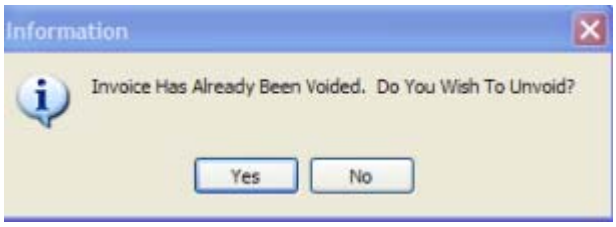
Void the invoice by right-clicking and selecting *Void* or click *Void* on the Invoice Query Screen.

Void payments by selecting the appropriate invoice, highlighting the booking that has a payment applied, click on the *Client Payment* or *Vendor Payment* button, then *Void Payment*, and select *OK* when prompted. To track the voided payment, check the box *Track Voided Payment*. Set tracking as permanent option by going to **Utilities|Setup|Global Defaults|Prompt** and checking off *Always Track Voided Payments*.

A word of caution: After voiding a payment that is not tracked, there is no maintained history on that. Be careful about voiding payments without tracking. If querying for a partial payment and voiding a payment linked to a closed invoice, a message is displayed: *This payment represents a partial payment for one or more invoices. Are you sure you want to void? Yes. No.*

Unvoiding Invoices

Having the ability to reinstate an invoice is a convenient and time saving feature. If *Yes* to tracking was selected when initially voiding the invoice, to reinstate the invoice do the following: *Query* the invoice, highlight and select *Void*. The following screen appears.

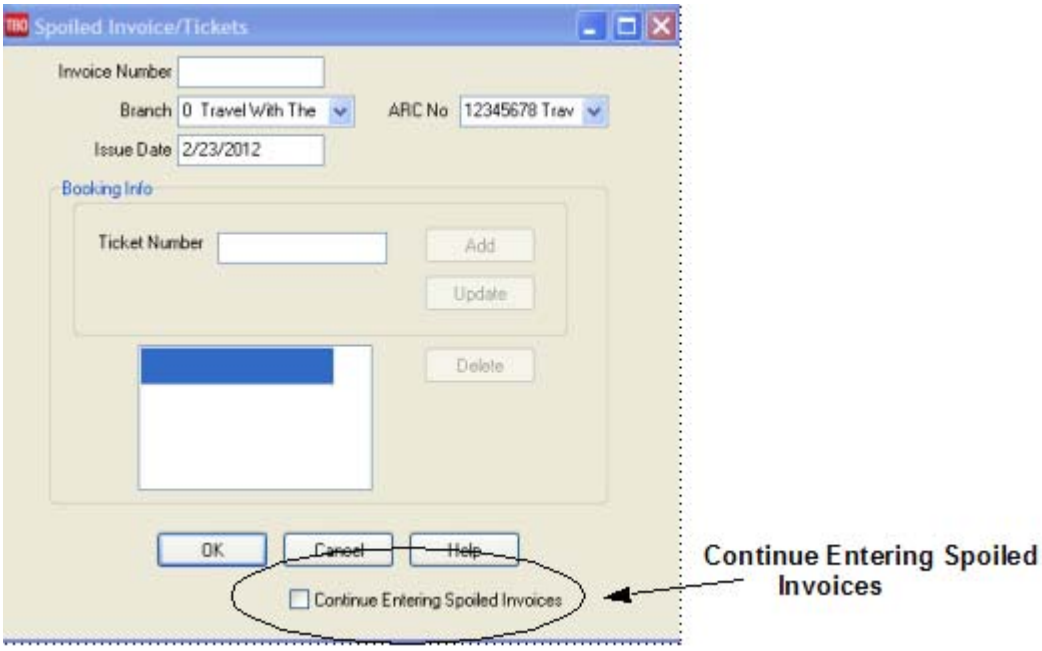


Answer *Yes* to "*Do You Wish To Unvoid?*"

Entering Spoiled Invoices/Tickets

To keep track of voided invoice and ticket numbers that have not been entered into *Trams*, enter them as Spoiled.

1. Click **Invoices|Spoiled**.



2. In the *Invoice Number* field, type the invoice number to be tracked as voided.

3. The *Branch* field defaults to 0. To change the branch number, type in the number or click the arrow to select from the list.

4. In the *Issue Date* field, enter the date the invoice was printed. For an ARC/BSP document, type in the ARC/BSP week during which it would have appeared.

5. In the *Ticket No* field, type the ticket number(s) to be tracked as voided. Click *OK* to save.

Voided Invoices Retain Original Client & Vendor

Voided invoices retain the booking details if *Yes* was selected to tracking when voiding an invoice. Search for voided invoices by going to the *Invoice Query* screen, then to *Invoice Status.* Click on the down arrow to see the option list. Click on *Voided* and process. **Note:** Print voided ticket reports from the Report Generator screen. This enables the agency to keep track of voided invoices by name and yields more flexibility when printing Finance Charges.

If adding a finance charge for any invoices remaining open longer than, perhaps, 30 days, there is now a way of keeping the finance charge portion of open invoices separate from the original invoice. Create a separate *finance charge invoice* for any money owed by, effectively separating the original charge from the finance charge. This feature adds finance charges to any client's account that appears on the Client Balance Core Report.

1. First, go to **Utilities|SetUp|Travel Types**.

2. Highlight a User Defined field and name it “Finance Charge”.

3. Under Travel Category, Select “Other”.

4. Click *Update* and *OK* to save.

5. Go the **General Ledger|Accounts** and create accounts for finance charges. Set-up an account in the 4000 series for Sales and one in the 5000 series for Cost of Sales.

6. Go to **Utilities|Setup|GL Accts** and select the Finance Charge Travel Type by clicking that line. Edit the

accounts at the top of the data entry screen to the account numbers just created and click *Update* to accept the changes.

7. Go to **Invoice|Finance Charges**.

8. Enter the From and To dates.

9. If running the charges for a group of clients, select that group from the drop-down menu.

10. Select the Travel Type of “Finance Charge” from the drop-down menu.

11. Enter the date of the newly created Finance Charge Invoices.

12. Assign a starting invoice # (choose numbers unique to this category).

13. From the drop-down menu, select a branch for the newly created Finance Charge Invoices.

14. Enter the “Vendor” name, which is the agency’s name.

15. Enter the rate (in whole numbers, 10.0 = 10%; 5.0 = 5%).

Based on the dates, for every open invoice, the system builds a new invoice reflecting the finance charges for the client. **Note:** Be sure to run this finance charge calculation only once for a given time period. Otherwise, this will be adding finance charges upon finance charges for the same period, and create another open invoice. Check dates carefully.

Transfer Invoice/Payment to Different Profile

If an invoice and/or payment has been applied to the wrong client (in a closed or open period), transfer the invoice/payment all at once by querying invoice up and changing the name of the client.

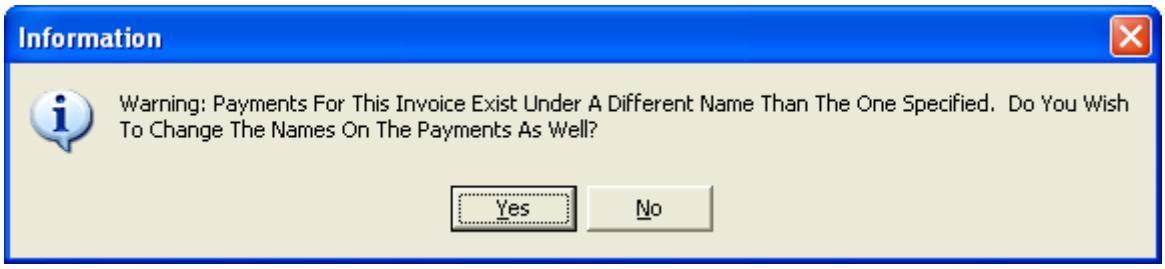
1. Query the invoice that needs to be moved to a different client.

2. Highlight the invoice and click *View*; or double click on the invoice.

3. Click the client Name field and type in a couple of letters of the profile to change on the invoice.

4. Use the down arrow to find the exact match. Click *OK* to process.

5. Get the following message if there is a payment attached:


Information
Warning: Payments For This Invoice Exist Under A Different Name Than The One Specified. Do You Wish To Change The Names On The Payments As Well?
Yes
No

6. Click *Yes* to transfer the payment as well OR select *No* for payment to remain under the original Client Name.

7. Query up and delete out the duplicate profile if applicable.

Resubmit ARC/BSP Document

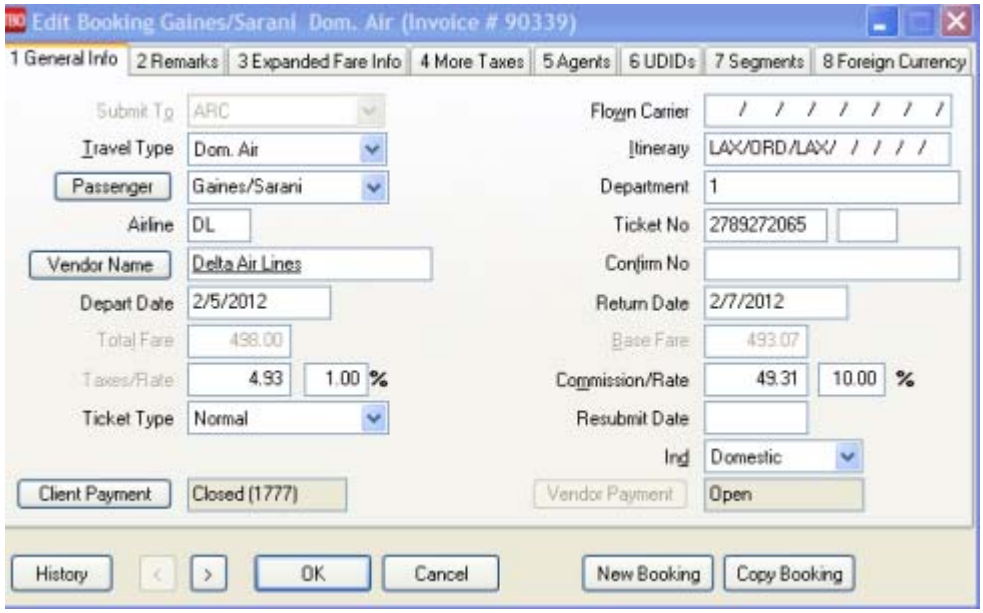
To resubmit an ARC/BSP document:

1. Click on **Invoices|Query**.

2. In the *Invoice* # field, type in the invoice number being resubmitted and click *Query*.

3. Highlight the invoice and click *View*.

4. Once the invoice booking(s) are displayed, highlight the appropriate booking and click *Modify*.



5. Click the *Resubmit Date* field and enter a date that falls into the ARC/BSP week in which this ticket is to be included. Click the *OK* button to view the booking summary screen.

6. If submitting more than one booking on the invoice, repeat steps 4 and 5.

7. Click *OK* to save the changes.

Account Net Remit Acct (Southwest Ticketless)

1. Enter a *Sales Invoice* as usual.

2. In the *Submit To* field, select *Supplier.*

3. In the *Vendor Name* field, enter the vendor's name.

4. Fill in the *Total Fare*, *Taxes/Rate* and *Commission/Rate* fields.

5. Enter a *Payment Received* (Cash, Check, Credit Card, or CC Merchant) from the client, as usual, and close the invoice.

6. Print a Vendor Statement with the dates of the billing period *(e.g.* monthly/weekly/biweekly).

7. Click **Reports|Vendor|Statement** and complete the information, as usual.

8. In the *Submit To* field, select *Supplier.*

9. In the *Vendor Name* field, type in the vendor's name.

10. In the *Issue Date* field, enter the date range of the billing period (*e.g.* monthly/weekly/biweekly).

11. Click *Preview* to view the report on screen. (Or click *Print* to send the report directly to the printer without viewing first.)

12. Once the report is on the screen, click the printer icon.

13. The *Account Balance* on the report shows how much the agency owes to the vendor, or how much the vendor owes the agency. If the Account Balance is *negative*, the vendor is owed money. If the Account Balance is *positive*, the vendor owes commission for the period (if there are more Credit Card sales than Cash, Check, CC Merchant sales).

14. To pay the amount labeled *Account Balance* from the statement, if the statement is negative, create a *Payment Made* to the vendor. (See section, *Payment to a Vendor* in the Payments chapter.) If the amount on the statement is *positive*, create a *Payment Received* from the vendor, once payment is actually received.

When entering either a Payment Received or Payment Made, enter information as usual. When the list of invoices is displayed, close all invoices shown with positive and negative amounts as listed on the Vendor statement for the period.

Transactions with Deposits and Final Payments

Option One - (Recommended)

Create two separate invoices; one invoice at the time the Deposit is *collected,* and the other at the time of the *Final Payment.*

1. Click **Invoices|Sale**. Enter the invoice for the Deposit as usual. (See *Entering a Sales Invoice* in this chapter.)

2. In the *Submit To* field, choose *Supplier*.

3. In the *Total Fare* field, enter the amount of the Deposit collected from the client that will be sent to the vendor.

4. The *Commission/Rate* field is *zero* since this is a Deposit only.

5. To track the final payment due date, click the *Expanded Fare Info* tab.

6. In the *Due Date* field, type the *Final Payment* due date.

7. In the *Amount* field, type in the *Final Payment* amount.

8. In the *Comm Amount* field, type in the *commission earned* on the entire sale amount.

9. Complete the rest of invoice as usual.

10. Click *OK* to display the Booking Summary screen. Click *OK* again to save the invoice.

Print a Final Payment report once a week to track final payments due:

1. Click **Reports|Report Generator|Print Report**.

2. In the *Report* field, type *FINL_PAY*.

3. Click the Advanced Tab and in the *Final Payment Date From* and *To* fields, type in the due dates.

4. Click *Preview* to view the report. (Or click *Print* to send the report directly to the printer without viewing first.)

5. Once the report is displayed, click the printer icon to print.

From this report, create final invoices to generate client statements.

Trams recommends this option because it keeps accurate client and vendor histories without having to account for the income until the final payment is received. Therefore, there are no client or vendor balances to pay taxes on before actual income is received.

Option Two

One invoice is created for the entire sale at the time the deposit is collected, with two booking records. The first booking is for the deposit amount with commission as zero. The second booking is for the final payment amount with the full commission amount.

1. Click **Invoices|Sale**. Enter the invoice as usual. (See section, *Entering a Sales Invoice* in this chapter.)

2. In the *Submit To* field, choose *Supplier*.

3. In the *Total Fare* field, enter the amount of the Deposit collected from the client that will be sent to the vendor.

4. The *Commission/Rate* field is *zero* since this booking is for the Deposit only.

5. Complete the rest of the booking as usual.

6. Click the *New Booking* button to enter the second booking.

7. In the *Submit To* field, choose *Supplier*.

8. In the *Total Fare* field, enter the amount of the Final Payment.

9. In the *Commission/Rate* field, type in the *commission earned* on the entire sale amount.

10. Complete the rest of the booking as usual.

11. Click *OK* to display the Booking Summary screen. Click *OK* again to save the invoice.

Use Option Two to account for the entire sale at the time of booking. This creates a Client Balance and a Vendor Balance for the final payment amount due.

Split Forms of Payment for Client Invoices

When one booking on an invoice is paid by credit card and another booking is paid by cash/check, separate payments are required. If invoice has already been entered please refer to the section entitled *Split Forms of Payment for Client Invoices* in the next chapter, *Payments.*

If the invoice has not yet been entered:

1. Click **Invoices|Sale**. Create the invoice, as usual, for the booking record *Paid by Credit Card* only. (See section, *Entering a Sales Invoice* in this chapter.)

2. Click *OK* to save the invoice. *Trams* prompts*, "Enter a Payment for this Invoice?"* Click *YES*. Enter Credit Card information. Click *OK* to save.

3. Click **Invoices|Query**.

4. In the *Invoice* # field, enter the newly created invoice number. Click *Query* to process.

5. Once *Trams* displays the invoice on the screen, click *View*, then click *New* to add the second booking record.

6. Once all the information is entered for the second booking, click *OK* to view the booking summary screen. Click *OK* again to save the invoice and prompt for a payment.

7. If there is the ability to enter cash payments from the invoice, enter the payment now. (See Global Defaults in *Utilities* chapter.) If not, answer "*No*" to payment and enter the cash/check payment under the payments menu. (See section, *Payments Received from Client* in the *Payment* chapter.)

Discounted Transaction — Paid By Cash/Check

A *Discounted Transaction* is when the agency sells travel to a client at a lower price than reported to ARC/BSP or to a vendor. To account for the Client Receivable and the Vendor Payable correctly, enter a sales invoice (see Entering A Sales Invoice in this chapter) with the following adjustments:

1. Click **Invoices|Sale**.

2. In the *Total Fare* field, type in the actual amount the client is paying. For example: a $200 ticket with a discount of $5 is entered as a total fare of $195.

3. In the *Taxes/Rate* field, type in the exact amount of tax as it appears on the ticket.

4. In the *Commission/Rate* field, type in the amount of commission earned. For example: a $200 ticket with

a commission of $20 and a discount of $5 is entered in the Commission/Rate field as $15.

5. Click the *Expanded Fare Info* tab.

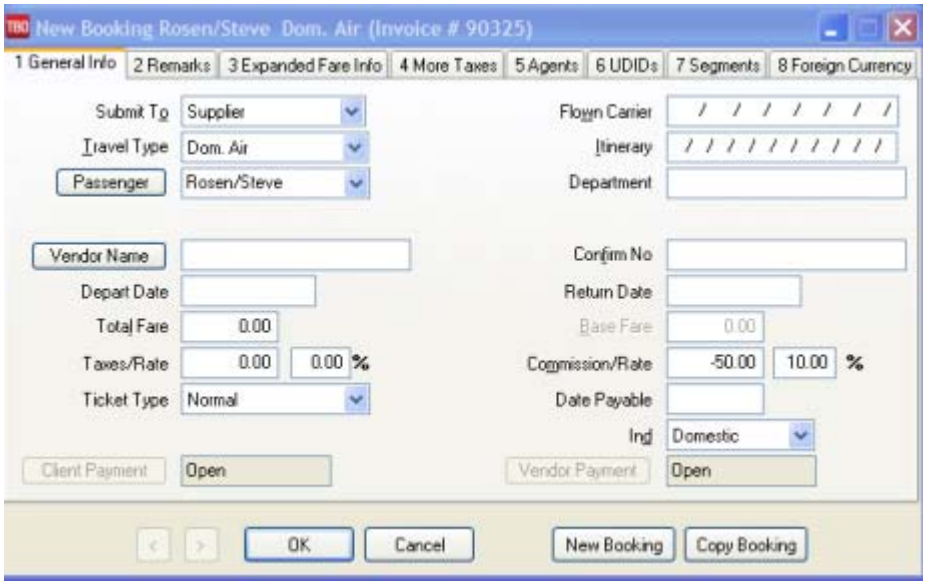
6. In the *Face Value* field, type in the full amount of the sale to be reported to ARC/BSP or to the vendor; e.g., $200. Click *OK* to save.

Discounted Transaction — Paid By Credit Card

A Discounted Transaction is when the agency sells travel to a client at a lower price than being reported to ARC/BSP or a vendor. If the client's form of payment is credit card, *Trams* recommends creating a negative booking on the sales invoice for the discount amount.

Enter a Sales Invoice as usual (see section, *Entering a Sales Invoice* in this chapter) and pay it off with a credit card payment.

1. Click **Invoices|Query**. Query the original invoice and click *View*, then *New*.



2. In the *Submit To* field, click the arrow, then click *Supplier*.

3. In the *Vendor Name* field, type in the *Agency* name. *Trams* prompts to create a new profile (if one has not been created). (See section, *Entering Vendor Profiles* in the *Profiles* chapter.)

4. In the *Total Fare* field, type in the amount of the discount with a hyphen (-) in front of the number.

5. In the *Taxes/Rate* field, type in 0.00.

6. In the *Commission/Rate* field, type in the same amount as the Total Fare, (the amount of the discount) with a hyphen (-) in front of the number. Click *OK* button to view the Booking Summary screen. Click *OK* again to save the invoice.

Note: Since the Total Fare minus the Commission equals $0.00, the amount due from the Vendor is $0.00. To give the client back the discounted amount, enter a *Payment Made* to the client. Close the invoice.

Rebates

There are two ways to enter Rebates.

Method A:

1. Enter a Sales Invoice as usual. (See section, *Entering a Sales Invoice* in this chapter.)

2. Change the *Submit To* field to Supplier.

3. Type in the travel agency's name in the *Vendor Name* field.

4. Both the *Total Fare* and the *Commission/Rate* fields are the amount of the rebate. Enter both amounts as a negative (-) number.

5. Click OK to save.

6. Enter a payment to the client under the *Payments* menu, as usual.

Method B:

1. Click **General Ledger|Accounts**.

2. Create a General Ledger account called *Client Rebates* as a *Cost of Sale* account (5XXX) or an *Expense* account (6XXX). (See section, *Add To The General Ledger Chart of Accounts* in *General Ledger* chapter.) Is this a possible discussion with the agency's accountant?

3. Next, click **Payments|Made**.

4. Enter the payment made, as usual, for the rebate amount.

5. *Profile Type* is *Other*.

6. In the *Name* field, enter the client's name. If there is no match, *Trams* prompts to build a new profile. (See section, *Entering Client Profiles* in the *Profile* chapter.) Click *OK* to save.

7. Trams prompts, *"Create a Journal Entry?*" If maintaining the General Ledger click *YES.*

Example Journal Entry

Acct #	Name	Debit	Credit
1000	**Cash in Bank**		**XX.XX**
XXXX	**Client Rebates**	**XX.XX**	

8. Click *OK* to save.

Handling Groups in Trams Back Office

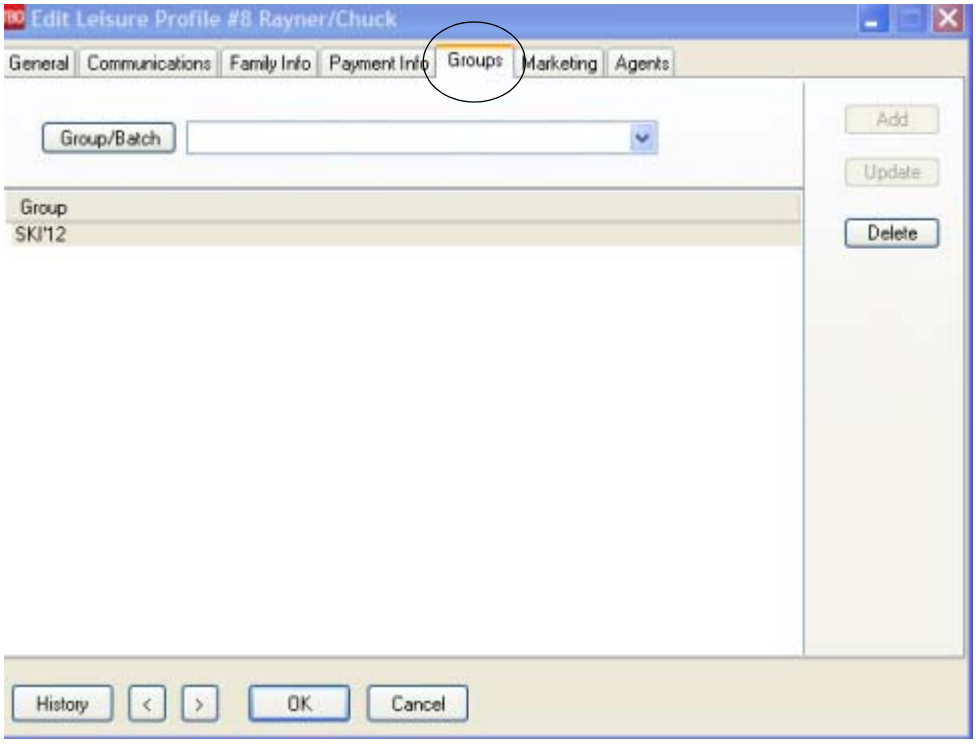
Managing groups and keeping the accounting organized can be challenging, due to the number of transactions taking place, and more importantly, due to the lack of a relationship between the amounts collected and amounts paid out. Although each group is different, here is an example of handling a group situation. Most agencies, when dealing with a group, account for Sales or Income once the entire group is complete or the group has departed.

The simplest way to determine the profit earned on a group is to calculate the difference between what is collected from client for the group and what is paid out to vendors for the group. Keeping this concept in mind, here is a way of handling groups in *Trams.*

1. Although the profit is calculated for the group as a whole, the payments need to be tracked for each client. Thus, each client traveling in the group must have a separate Client Profile in *Trams*. First create a Client Group (i.e. SKI'12) under **Utilities|Setup|Groups**. (See *Creating Group Identifiers* in the *Profile* chapter.)

2. Next, in each client's profile click the Groups tab, then select the client group created in step 1. This ties

all of these profiles together for reporting purposes later, such as printing mailing labels for the group.



3. Even if the vendor is already set up in *Trams,* or there are multiple vendors involved, build a single Vendor Profile for the group. Make the vendor name descriptive *e*.g. *Ski Group-Winter 12*.

4. Next, create an **Invoice|Payment Group** (i.e. SKI'12) under **Utilities|Setup|Groups**. (See Creating Group Identifiers in Profile chapter.)

5. When any group payments are received from clients, enter the *Payment Received* as usual. Make sure to click the arrow next to the *Payment Group* field and select the Invoice/Payment Group name that was created in Step 4. When prompted, create a voucher for the payment.

6. To see how much has been collected so far, print a *Group Client Statement*, in **Reports|Client|Statement**. In the report screen change *Report Type* to *Summary*. Change the *Format* to *Group.* Click the Invoice Group field and select the **Invoice|Payment Group** name for the group. Also look at the *Group Revenue Report* under **Report|Payments|Group Revenue**. No invoices have been created at this point.

7. When any group payments are made to vendors, enter the *Payment Made* to *Vendor-Supplier* and point to the Vendor profile name for the group. (Enter the actual Payee in the Name on Check field.) Make sure to click the arrow next to the *Payment Group* field and select the Invoice|Payment Group name that was created in Step 4. When prompted, create a voucher for the payment.

8. At any time see how much has been paid out to vendors for the group, by printing a *Vendor Statement* in **Reports|Vendor|Statement** for the Vendor profile name for the group. Also look at the *Group Revenue Report* under **Report|Payments|Group Revenue**. **Note:** When viewing the Current Group Profit amount on the Group Revenue report, the cost of any tickets (amount that passed on to ARC/BSP for the tickets) needs to be subtracted from this total.

9. Issue invoices for any *ARC* documents for the group as is done for individual business, so they will appear on the ARC report. Make sure to click the arrow next to the *Group* field on the invoice screen and select the **Invoice|Payment Group** name that was created in Step 4.

10. Next, Query the ARC invoices and click the *Refund* button to refund. Change the *Submit To* field to

Supplier and *Vendor* to the vendor profile name for the group. Then enter a zero payment received from the client and close the ARC invoice and the refund invoice. Make sure to click the arrow next to the *Payment Group* field and select the **Invoice|Payment Group** name that was created in Step 4.

11. Wait to issue any *non-ARC* invoices until the group is completed and the sales and income are to be accounted for.

12. When the group is completed, enter a separate invoice for each client for the total amount collected from that client. Set the *Submit To* field (on the invoice) to *Supplier* and specify the vendor profile for this group. Enter the total amount collected as the *Total Fare* and set the *Commission/Rate* field to zero.

13. After all invoices are entered, the client balances are zero and the profit on the group is available in the vendor account on the Vendor Balances report or Vendor Statement. The invoice total reflects the difference between what has been collected and what has been paid out. Therefore, the balance reflects the profit for the group.

14. The last step is to transfer the profit amount from the vendor's balance to Income. Enter a *Sales Invoice* date as the date on which to account for the income. Point to the appropriate *Sales Agent*, if applicable. Enter the client name. Set the *Submit To* field to *Supplier* and specify the Vendor profile for this group. The *Total Fare* is left at zero. Enter the profit amount determined in Step 13 as the *Commission/Rate* and click the *OK* button to save the invoice. This entry increases the income by the amount entered, zeros the vendor balance and updates sales agent's statement.

Note: All client and vendor balances are now zero, but vouchers and open invoices still appear. To apply these balances and clear the accounts, enter a payment for each with the amount set to zero and *close* all invoices and vouchers. Click here for a *Handling Groups* document. (For agencies with ClientBase, use this document.

9

Payments/ Adjustments

This chapter contains:

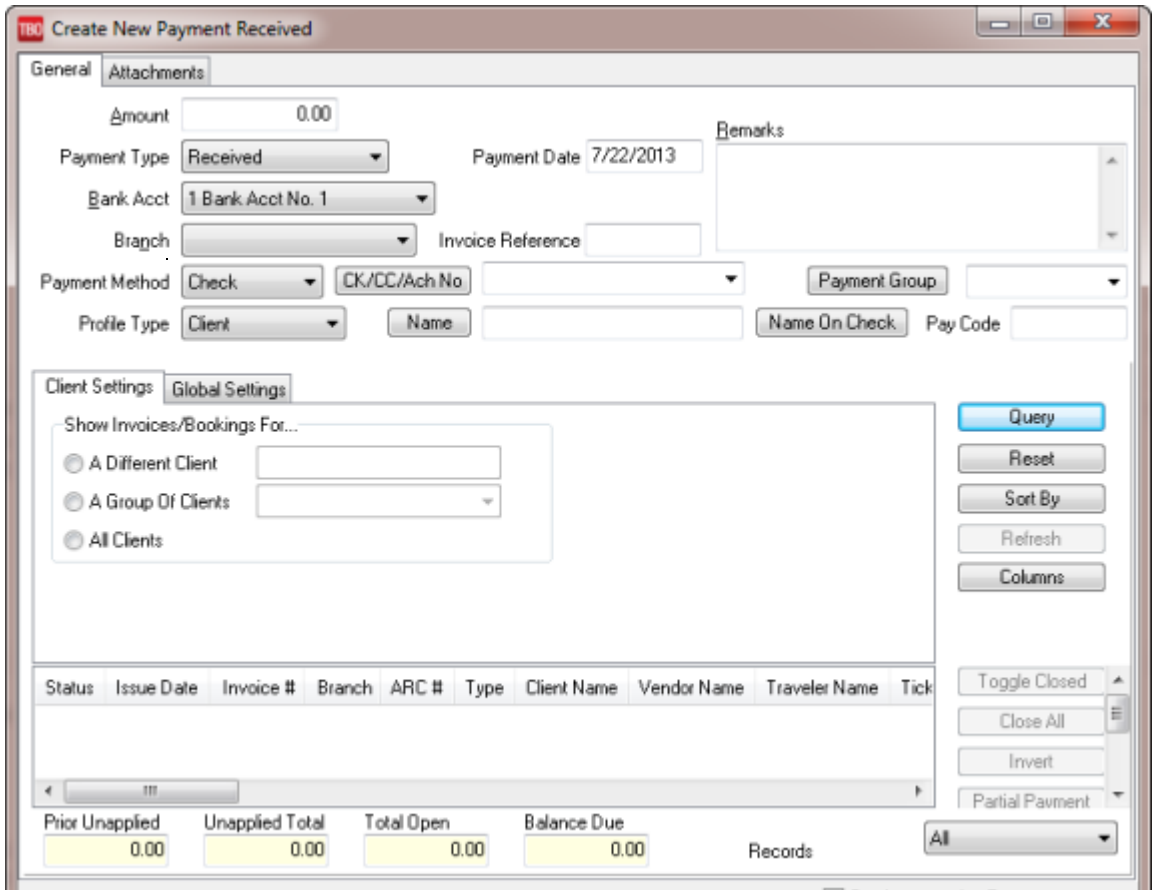
- ☐ Overview of Payment Query feature
- ☐ Overview Receipts and Payments
- ☐ How to make Bank Deposits, Withdrawals, Transfers
- ☐ How to do a Bank Reconciliation, CC Merchant Reconciliation and Agent Reconciliation
- ☐ Overview of Payable Functions, ARC/BSP Settlement, Payroll Import, and Import
- ☐ Overview of the Adjustments Menu

Payments Received or Made

These are the payments received *from* or made *to* Clients (Leisure or Corporate), Vendors (Supplier, or Commission Tracking), ARC (ARC/BSP Settlement), Agent, or Other. Payments Received or Made with a Profile Type of Client, Vendor or ARC/BSP are connected to an invoice. Payments Received or Made with a Profile Type of Other and Agent are not linked to an invoice and prompts for a journal entry.

There are five profile types for payments received and payments made - Client, Vendor, Agent, Other, and ARC/BSP.

Payments Received|Made|Deposit|Withdrawal



Client	Entering client payments update specific client account balances and are either applied to specific ARC/BSP and Supplier type invoices entered into the system, left unapplied or turned into a voucher, crediting the client's account. Any pending client balances appear on the report called Client Balances found in **Reports|Core**. To maintain accurate client balances (one of the Core Reports of the system) all invoices and client payments received and made must be entered into *Trams Back Office*.
Vendor	Entering Vendor (Submit to of) Supplier payments received and made update specific vendor account balances and are usually applied to specific Supplier type invoices entered into the system. Any pending vendor balances appear on the report called Vendor Balances found in **Reports|Core**. To maintain accurate vendor balances (one of the Core Reports of the system) all Supplier type invoices, as well as all Vendor-Supplier payments received and made, must be entered into *Trams Back Office*. Entering Vendor (Submit to of) Comm Track payments clears any tickler files created by Commission Tracking type transactions entered into the system. Comm Track-type bookings do not update the General Ledger until they have been closed with a Vendor payment.

Agent	Payments can be received from agents for reimbursing the agency for expenses such as a special gift sent to a customer which was purchased with agency money. Payments can be made to agents for expense reimbursement. These transactions do not apply to an invoice and would require a journal entry to update the general ledger.
Other	Other payments are entered when money is received or made which does not pertain to a client balance, a vendor balance, or any Comm Track type bookings. Examples are agency expenses and miscellaneous receipts.
ARC/BSP	Approximately five days after submitting the ARC/BSP report, ARC/BSP either deposits or withdraws payment to/from the agency's bank account. By performing an ARC/BSP Settlement in TBO (see section below), Core Reports of ARC/BSP Balances and Check Register are updated.

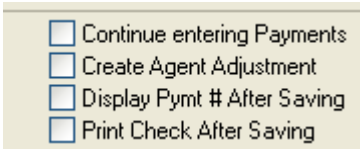
Payment Received/Payment Made

Amount	Enter the Payment amount received/made from client or vendor, deposit or withdrawal amount.
Payment Type	Select Received, Made, Deposit, Withdrawal. **Important Note:** Enter Payments Received, Made, Deposits, Withdrawal and perform an ARC/BSP Settlement from the same screen without having to return to the Main Menu.
Payment Date	Enter the payment date manually or by clicking the mouse on the date field to display a calendar. Note that the default date is the date entered for the most recently entered payment. The default date for the first entered payment is the system date.
Bank Acct	A number is assigned to each Bank Account. Enter appropriate Bank Account number for the payment or select from pull-down menu. A default bank account can be set up in **Utilities|Setup|Global Defaults|Prompt**.
Branch	Associate a branch from the drop-down menu with this payment if desired. This can be used for query and sort purposes in Payments, Bank Rec, Receipts, Payment Analysis, Client Statements, Vendor Statements, etc. Assign a branch to a payment if desired and still close out invoices created in more than one branch.
Invoice Reference	Enter an invoice reference when applicable. A warning comes up when saving a payment to the same profile where this *Invoice Reference* is the same as another existing payment under that profile. (This is an aid in not paying the same expense vendor twice for the same invoice or statement.)
Date Cleared	Date payment is cleared in the bank or credit card reconciliation process
Remark	500 spaces are allocated for free flow alphanumeric remarks. Click the scroll button at the end of the Remarks field to view multiple lines of remarks. These Remarks can also be used as criteria in a query screen. When checks are printed by *Trams Back Office*, if desired, these remarks appear on the check.
Payment Method	Click the down-arrow and highlight ***Cash***, ***Check***, ***Credit Card***, ***Other***, ***CC Merchant***, ***EFT*** - stands for **E**lectronic **F**unds **T**ransfer, or ***ACH*** - **A**utomated **C**learing **H**ouse. The system defaults to a payment method of ***Check***. Use CC Merchant when the agency is processing a credit card. (See section of this chapter entitled *Pay Method for Agency Processed Credit Cards* for more details. See section of this chapter entitled *Electronic Funds Transfer* for further details about EFT payment methods, and *Automated Clearing House* about ACH payment method.)

Payment Received/Payment Made

Credit Card/Check Number	If the Payment Method is ***Check***, enter the check number. If the payment method is ***Credit Card,*** *enter the credit card number. If the payment method is* ***CC Merchant***, enter the credit card number\expiration date and the slash (\) is important. If the credit card is listed in the client profile, click the down arrow and select the credit card. A credit card can be added directly to the client profile from the payment screen by clicking the *Check/CC no.* button on the payment screen.
Payment Group	This field assigns a unique group name to a group of invoices for selecting in a query or filtering for reports. To create a new payment group from the payment screen, click the *Payment Group* button.
Profile Type	Click on the down-arrow to select among ***Client***, ***Vendor, Agent***, ***Other,*** or ***ARC***. (See section Payment Profile Types above.)
Name	Enter name or a portion of the profile name. Click the down-arrow and *Trams Back Office* displays a list of all potential names. To select a name from the list, highlight and click on the correct name. If there is no match, there is a *TBO* message, *No matching Profiles found. Do you wish to create a new Profile?* Click *No* and re-try the search, or enter an entire name and select *Yes* to create a new profile. When finished with the new profile, click *OK* and return to payment input. Also search by ID by a right click of the mouse in the name field. Query for a name by clicking the mouse on the “Name” field.
Name (and/or Address) on Check	If the name (and/or address) on the check differs from the name (and/or address) of the client, enter this information here for reference. (The profile name and/or address does not change as a result of entering the check name/address here.)
Payment Code	For recurring payments, assign a unique payment code for later selecting in a query and for easy duplication.
Client Settings/ Vendor Settings Tab	With a Profile Type of *Client,* select invoices for *A Different Client, A Group of Clients,* or *All Clients.* For example, a corporate account has a separate profile for each division. Each of the profiles has the same Client group code in the groups tab of the profile. By selecting *A Group of Clients*, the invoice listing screen reflects any open invoices from all profiles in the group. The receipts report shows a single payment that matches the amount of the check received. With a Profile Type of *Vendor*, select a *Submit To* of *All, Supplier, Comm Track* and/or a *Date Payable, A Different Vendor, A Group of Vendors, Vendors by Interface ID, or All.* For example, a hotel franchise may have multiple vendor profiles. Each of these profiles has the same Vendor group code in the groups tab of the profile. By selecting *A Group of Vendors,* the invoice listing screen displays any open invoices from all profiles in the group. This can be used if only one payment is needed to be assigned to the payment received. Multiple vendors can also be displayed by selecting *Vendors by Interface ID* and entering a hotel chain code such as HI. This displays all invoices from all vendor profiles that start with *HI*.

Payment Received/Payment Made

Global Settings Tab	Select invoices by *Invoice # or range, Branch, Passenger, Ticket No.,Confirmation No., Issue Date or Depart Date From/To, Invoice Group, UDID criteria* and *more.* The invoice listing reflects the narrowed down results of the entered filter information. (The branch field on the Global Settings tab of the payment screen defaults to the branch specified at the payment level; if no branch is specified, then all branches are selected.) Click *Locate Invoice* to find invoice in the invoice query screen. This is used when the invoice number is known or other information about the invoice for the payment being received, but are not sure which Client Name the invoice is under. Once the invoice is located from the Query Screen and selected, the payment screen is populated with the correct Client Name. Only the invoice selected is displayed.
Records	Select *All, Invoice Only,* or *Bookings Only.*
Continue entering payments	To enter multiple payments at one time, make sure *Continue Entering Payments* is checked. When entering the last payment, remove the check to return to the main menu instead of the payment entry screen.
Create Agent Adjustment	When the profile type is *Agent* or *Other*, a window appears from which an agent commission or payment adjustment can be made.
Display Pymt# After Saving	If checked, the system prompts with the payment number when saving a payment so that number can be recorded.
Print Check After Saving	When creating a Payment Made, the *Print Check after Saving* check box is located in the lower right-hand corner of the payment screen. Once the option is enabled it will stick until the check mark is removed. When the payment (and journal entry) has been saved, the Check Writer dialogue box is launched and behaves in the same manner as when used from the **Reports|Payments|Check Writer** area. 

After entering a payment to or from a client or vendor, the system displays open invoices and any account balances applicable to the source of the payment when clicking *Query*.

Columns is used to select columns of data to display in the results screen. Click *Columns* and choose the columns by highlighting the column in the *Available Fields* and clicking the right arrow to move it over to *Displayed Fields*. Using the red up and down arrows, put the columns in the order to appear. Click *OK.* Return to the results screen and size the columns as desired, go back into *Columns* and click *Save Settings* and *OK* to save. Column settings can also be saved in the Edit Payments screen. Next click *Sort* to sort the columns of data displayed by up to 3 different fields in ascending or descending order. Click *Save Settings*.

Note: The column *Net Due* changes depending on how the invoices and bookings are viewed from the *Client* side, or bookings from the *Vendor* side:

From the Client Side: *Net Due* is "0" when looking at Supplier Invoices unless *Partial Payments* have been entered against the invoice. When looking at supplier bookings, *Net Due* equals the amount owed by the client for the booking and is the same as *Total Fare*.

From the Vendor Side: Only bookings are displayed and *Net Due* is the amount of the *Total Fare* less any *Commission* on a supplier booking and the amount of *Commission* due on a comm track booking.

All the payment screens are non-modal, meaning that screens can be *clicked off* while open so another task can be performed in the program. The payment screen is saved on the file menu under *Window* and can be

re-opened. For example, when entering a commission payment received and all invoices are not displayed, minimize the payment screen and create a new invoice. Click */Window* on the file menu and reopen the payment screen and click on the *Refresh* button and the new invoice is displayed.

Note: The payment number is not assigned until the payment is saved. This allows for sequential numbering for all the payments created in TBO.

ATTACHMENTS TAB

In TBO version 3.05, an attachment tab has been added to all profile (Client, Vendor, Agent, Other), all invoice types (sale, refund, adjustment) and the payment screens. The tab is located adjacent to the tab now named General at the top of each screen. Within the workspace area of the new attachment tab, users can manage (add, view, delete, update) electronic documents of any type.

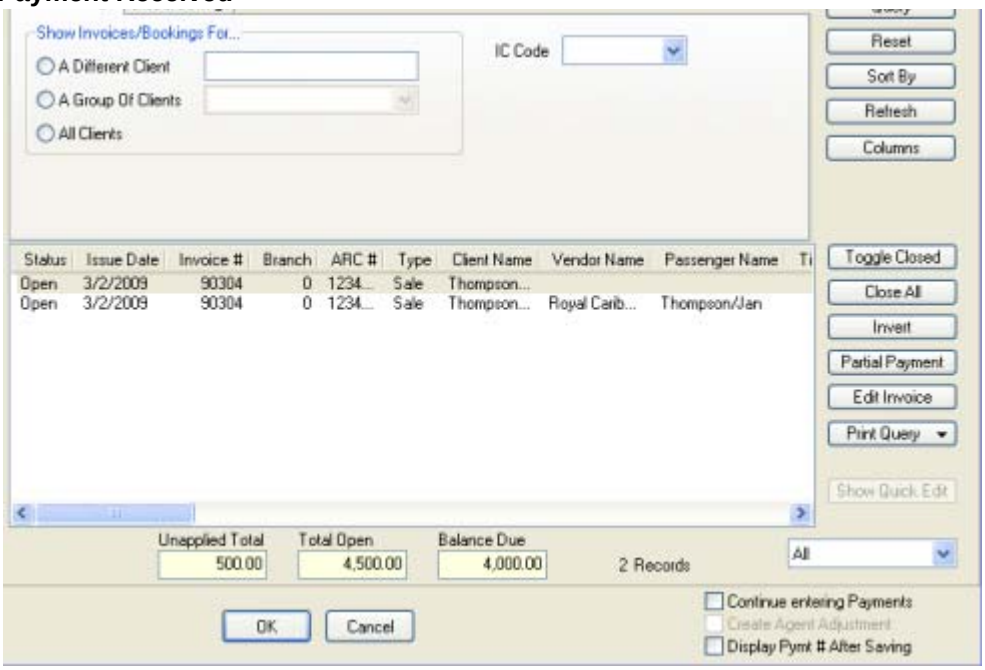
Filename	Click the browse button to locate to the desired file.
Compressed	Defaults to enabled. Compressing the file helps to reduce the file size (maximum file size is 8MB).
Description	Enter a user-defined description.
Path	This field is automatically populated based on the location of the file.

Add, adds a new file; *Update,* updates the existing file with a new or updated file; *View*, opens the file; and *Delete* deletes the attached file. *Extract* sends a copy of the attachment to a location on your computer.

Payments Received From (or Made To) Clients

Once a client is selected, that client's account balances appear on the screen, including a detailed listing of all open invoices and bookings for Sale, Refund, and Voucher. Note that positive amounts indicate payment due to the agency, and negative amounts indicate payment due from the agency. Note also invoices and vouchers are presented in blue, while bookings are presented in black.

Payment Received



Payment Received

Prior Unapplied	The accumulated total of unapplied funds the client had with the agency prior to this payment. Examples include past overpayments, pre-payments, or simply credits on account. **Note:** This area does not appear unless there are unapplieds in database, or if the *Allow Client Unapplieds* is NOT checked off in **Utilities|Global Defaults|Prompt.**
Unapplied Total	The total of the payment amount plus any prior unapplied; e.g., the amount available to apply towards open invoices. As invoices are closed, *Unapplied Total* is reduced accordingly.
Total Open	The amount due for all open invoices displayed. Sales invoices add to this total; refund invoices subtract from this total. As invoices are closed, *Total Open* is reduced accordingly.
Balance Due	*Total Open* less *Unapplied Total*. Amount owed or balances outstanding. A positive Account Balance represents money owed to the agency from the client; negative Account Balance represents money owed from the agency to the client.
Records	*All* displays both Invoices and Bookings on screen. Invoices are shown in **blue**; bookings are shown in **black**. I*nvoices Only* shows invoices in **blue**. *Bookings Only* show the bookings in **black**.
Invoice Number, Issue Date, Amount, and Status, and all other selected columns.	A list of open invoices and/or vouchers for the identified client where the Invoice|Voucher Issue Date does not exceed the Payment Date. The information displayed are the columns selected in the order they were selected. (See details above.)

Right-Mouse Click to Void a Booking in Create New Payment

Highlight any ARC/BSP, Supplier or Comm Track Booking in the results screen, and right-click to select *Void Booking*. A booking can be voided without having to use *Edit Invoice*. (Using *Edit Invoice* requires selecting that button, clicking *OK* to close the booking window, clicking *Void* on the invoice screen, and clicking *OK* to save the edit and get back to the Payment screen.) Right-mouse clicking saves over 4 key strokes/mouse-clicks! (All present requirements for voiding a booking are in effect. Can't void if a payment is attached until voiding the payment, and can't void in a closed period. The *Void Booking* feature from the Payment Screen will be disabled for non-booking items (invoices) including client & vendor voucher bookings.)

Payments Received from Client (Steps)

1. Select **Payments|Received**.

2. In the *Amount* field, type the dollar amount.

3. Change the *Payment Date* if necessary by typing in the proper date or clicking the mouse in the date field to display a calendar.

4. In the *Branch* field, associate a branch from the drop-down menu to the payment if desired.

5. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow and select from the list.

6. In the *Remark* field, type in free flow information, or leave blank.

7. Click the arrow by *Payment Method* field to choose the form of payment (Cash, Check, Credit Card, etc.)

8. If the payment method is *Check or Credit Card*, type in the check number or credit card number in the *Check/CC No field*.

9. If this payment is associated with a group, select the group name from the drop-down menu of the *Payment Group* field.

10. Change the *Profile Type* to *Client*.

11. In the *Name* field, type in the client's name or a portion of the profile name and select name from the drop down menu. If there is no match, *Trams Back Office* prompts to build a new profile. (See section, *Entering Client Profiles* in the *Profiles* chapter.)

12. To narrow the list of open invoices, click on *Client Settings and/or Global Settings*. Use any or all of these fields or, skip this portion altogether. Click *Query* to display the open invoice(s) and booking(s).

13. To apply the payment, highlight the invoice|voucher to which the payment applies and click *Toggle Closed*, closing the invoice|voucher. Note that when closing the booking, both *Unapplied Total* and *Total Open* are reduced accordingly. Continue closing invoices|vouchers until all Invoices|Vouchers attached to the payment have been closed.

Warning: Do not close invoices unless *Unapplied Total* is at least as much as the invoice|voucher total to be closed. If the invoice|voucher is closed, and the client is left with a balance due, there is no invoice data to support the balance. The system does not allow a negative unapplied balance. Also, note that an unapplied balance is not allowed when the form of payment is credit card.

Applying Payments to Specific Invoice Bookings

Toggle between three views of the displayed invoices in a payment screen. The default view is *All* where each invoice and booking is represented by one line in the list (invoices and vouchers are in blue, and bookings are in black). The alternate views are *Invoices Only or Bookings Only* where each invoice or booking on an invoice is represented by one line in the list. To toggle between the three views, select *All, Invoices Only or Bookings Only*. When viewing by booking, *Individual* bookings can be closed without closing an entire invoice. If individual bookings are closed on an invoice, only open bookings show when later payments are entered. Individual bookings on the same invoice can be closed with different payments.

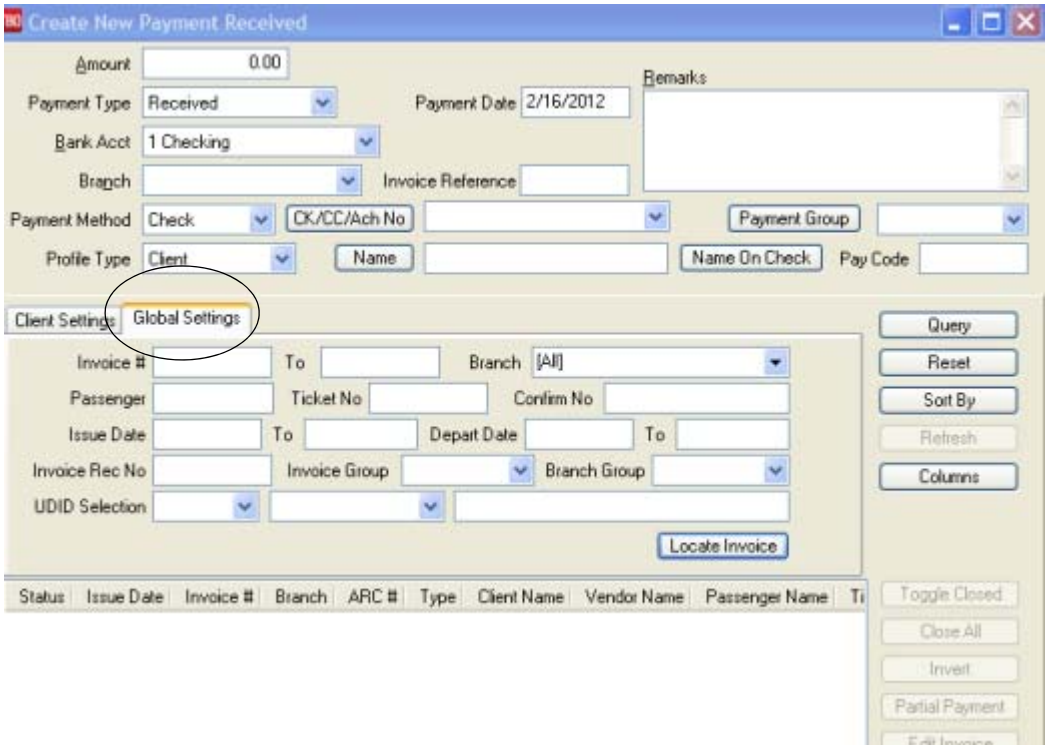
Payment Received Using Invoice/Payment Group

If Invoice/Payment groups have been created in **Utilities|Setup|Groups** or by clicking on *Payment Group* raised button in the payment screen, this table can be used in the *Payment Group* field pull-down menu and also the *Invoice Group* field under *Global Settings*.

By using the Global Settings Tab and selecting an invoice/payment group, filter and display only those invoices for the selected group. The i*nvoice remarks* and *group fields*, which are entered on the invoice header when first entering the invoice screen, can also be displayed if selected as displayed fields under *Columns*. This assists in applying a payment to the proper invoice(s)/voucher(s), based on the information entered in the Global Settings Tab and *Invoice Group* field.

You have received a payment from Bob Jones for his trip with the Hughes Cruise Group. Bob is a frequent traveler and has several open invoices. When you enter his payment, click on the Global Settings Tab and select the invoice group by clicking the down arrow in the Invoice Group field. Click "Query" and only the invoices that are associated with the Cruise Group will be displayed. You then can apply the payment to the proper group invoice.

Payment Received Group



The Group Codes used in this feature can be entered from the *Trams Back Office* keyboard or by using the interface from the GDS.

Modifying Pymt Amt Once Account Balances Appear

Modify the payment amount entered while viewing account balances by changing the amount at the top of the screen.

Partial Payments

To apply a partial payment, click *Partial Payment.* Enter the amount of the partial payment and click *OK.*

G/L Branch Defaults

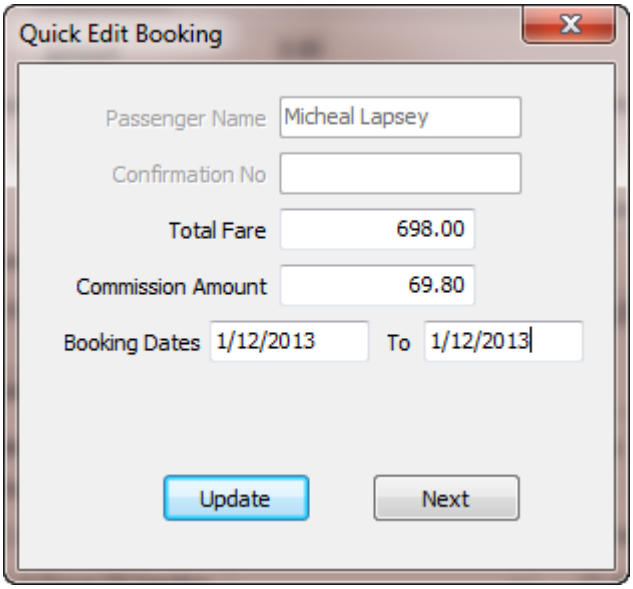
If a specific bank account references a G/L Branch, then that branch is used; otherwise, if the specified payment branch references a G/L Branch, then that branch is used. If neither of these apply, the default G/L branch is used set up in **Utilities|Setup|Global Defaults|Prompt** tab.

Close All/Invert All

To close all invoices at one time, click *Close All.* To invert (make closed payments open or vice versa), click *Invert All.*

Show Quick Edit

A *Show Quick Edit* button assists with streamlining when entering commission track payments. When entering a payment received or made with a profile type of Vendor, the Quick Edit button is enabled. A floating window is launched which users can position anywhere on the payment received screen. The window displays the passenger name and confirmation number which are non-editable as well as the commission amount and booking dates (depart/return dates) that are editable. By modifying the *Total Fare* totals here, the total fare field in the actual booking is changed to reflect the new amount.



Once information has been edited, upon clicking the update button the booking is toggled closed and the next transaction in the grid is displayed in the quick edit screen. The next button moves to the next transaction in the query grid.

The quick edit button allows editing for commission track items where there are no agent payment dates in place.

Viewing/Editing Invoices By Booking

While viewing invoices by booking, access and modify the original booking by highlighting the booking and clicking *Edit*. When finished modifying the booking, click *OK*.

How to Use Client & Global Settings

To receive a commission check from a payment source that covers multiple vendors such as PayMode, Marriott Hotels, Hilton Hotels, etc.:

1. Enter the payment received information for the check as normal.
2. Change the *Profile Type* to “Vendor”.
3. Change the *Submit To* field on the Vendor Settings tab.

If only “Comm Track” bookings are needed to apply the check to, select *Submit To*, “Comm Track”. If only “Supplier” bookings are desired to apply the check to, select *Submit To* of “Supplier”. To see both “Comm Track” and “Supplier” bookings to apply the check to, select *Submit To* of “All” on the Vendor Settings tab. This will close both Comm Track and Supplier bookings using the same check on a single payment.

4. Select *A Group of Vendors* field on the Vendor Settings tab and enter the appropriate “Group” in the field (PayMode, MC, HILTON etc.) These vendor groups are created under **Utilities|Setup|Groups.**

5. Add a Profile Name for the Group Vendor in the *Name* field - PayMode, Marriott Hotels, Hilton Hotels etc.

Important: Each single payment source - PayMode, Marriott Hotels, Hilton Hotels, etc. needs a vendor profile even if no invoices will be created under that profile. The profile is only used to reflect the centralized payments received from this single payment source.

6. Click *Query* and close off the appropriate queried bookings, and save the payment as normal.

Note: The same procedure would apply for receiving a single check paying for invoices under two or more *Grouped* client profiles. Just enter client group name in the *Group of Clients* field instead of vendor information.

Hint: Notice the field *Vendors by Interface ID*. This field searches for the first two characters of the Vendor Interface ID. This is an alternative time saver for finding multiple hotels in a single chain without having to link them all together using the *Groups* field in each Vendor profile. For example, by entering HI in the *Vendors by Interface ID* field, all vendors that have an interface ID beginning with HI will be displayed.

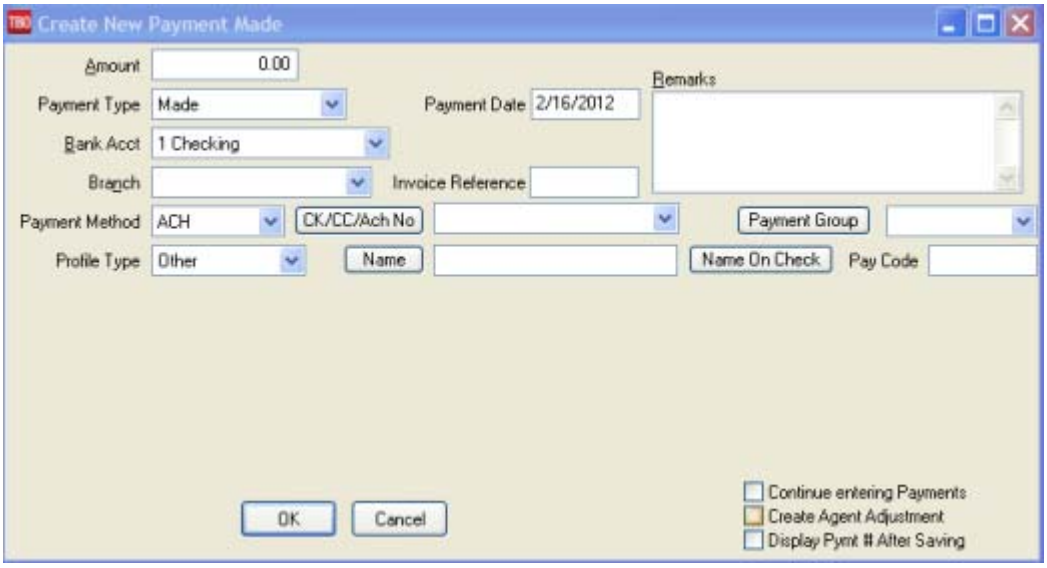
Automated Clearing House (ACH)

Automated Clearing House (ACH) is a system set up by the Federal Reserve Banks in the United States for standardizing the transfer of electronic payments between banking institutions. This Payment Method can be used for handing off data from Trams Back Office to a Payment Distribution Service or the agency’s bank. (This is like a PayMode settlement using EFT, but in reverse.) Instead of the agency receiving a file to reconcile payments being received, the agency sends a file, so that expense payments or payments to a vendor can be made from the file by a bank or Payment Distribution Service. Using a Payment Method of *ACH* acts like an *EFT* payment and appears directly on the Check Register and on the Bank Reconciliation. Both Payments Received and Payments Made can be created, however only Payments Made can be exported to a file. ***The file output conforms to the NACHA format.***

Payment Made - The payment can be included in the ACH Export file sent to a bank or Payment Distribution Service for processing. These payments when processed by the agency’s bank or Payment Distribution Service would appear on the bank statement as an EFT payment and would be cleared when doing a Bank Reconciliation.

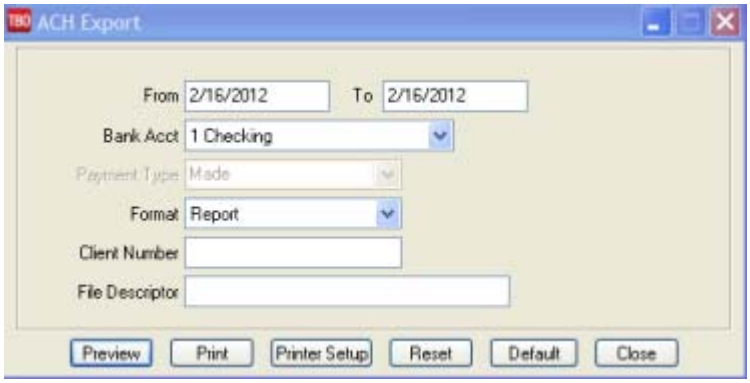
An ACH Payment Made could be used to electronically pay Vendors that would allow for an electronic payment to them, and to make expense payments for goods and services the agency purchases, like the

electric or gas bill.



Payment Received - Not Currently Implemented. Create a payment received using ACH, but the payment cannot currently be included in the ACH Export file sent to a bank or Payment Distribution Service for processing. Therefore the amount of the payment would not show on any bank statement and could not be cleared when doing a Bank Reconciliation. When implemented, an ACH Payment Received could be used by an agency to collect fees from another entity, or for a larger agency chain to collect monthly licensing fees.

Profiles - New fields have been added under *Bank Account Settings*, on the *Payment Info* tab of all profile types for *Bank Account* and *Routing No*. The *Routing Number* field is composed of both the Bank Code and the Bank Branch. The first four (4) digits are for the Bank Code and the last five (5) digits are for the Bank Branch. In the US those two numbers are usually combined into one nine (9) digit Routing Number. In other countries the Bank Code and Bank Branch may be separate numbers. If so, enter both in the *Routing Number* field with no spaces or dashes. Enter all nine (9) digits including any 'leading' zeros if present.



From/To	Enter a date range for export file.
Bank Acct.	From the drop-down menu, select the appropriate bank account.
Payment Type	By default, the Payment Type is hard-coded as *Made.*
Format	From the drop-down select report or file.
Client Number	Enter a the client number (this is the client account number issued by the bank.
File Descriptor	Type the file name format supplied by the bank.

Workflow scenario:

1. Agency creates a payment made in Trams Back Office
2. Agency creates an ACH export to send to the Agency's Bank.
3. Agency Bank processes the file which updates the bank account for the Payee in the payment made.

Detailed Steps:

1. Create or Query a Profile for the Payee
   a. Enter the Payee's Bank information into the Payment Info tab of the profile in the Account Number field
2. Create a payment made as usual
   a. Payment Method = ACH
   b. Click on the CK/CC/ACH button to access the ACH Account Number information in the Payee profile
   c. In the Payee profile, copy and paste the Account Number into the CK/CC/ACH field of the payment made
3. Obtain the Agency client account number from the Agency bank. (This information will be used when performing the **Reports|Payment|ACH Export** in the Client Number field)
4. Obtain file descriptor (file name format supplied by Agency bank, if they require it). (This information will be used when performing the **Reports|Payment|ACH Export** in the *File Descriptor* field)
5. Go to **Reports|Payment|ACH Export**
6. Enter the date range for the ACH payments created to be included in the Export
7. Select the appropriate Bank Account from which the funds will be withdrawn

8. Select the *Format option*: File

9. Enter the *Client Number* from step 3

10.Enter the *File Descriptor* from step 4

11.Click on preview which will display the save in dialogue box

12.Select where to save the file and enter a file name in the file name field

13.The *Save as Type* field will be text (.txt)

Electronic Funds Transfer

Record payments made or payments received for EFT's, or for electronic withdrawals. Select *Payments/Received or Made* from the main menu. Enter the amount and click the down arrow next in the *Payment Method* field to select the option for *EFT*. Enter the *Pay Date*, *Remarks*, *Profile Type* and *Name*.

A *Payment Received* with a Pay Method of *EFT*, does not require a deposit entry. These items are automatically added to the check register. A *Payment Made* with a Pay Method of *EFT*, does not require a withdrawal entry. These items are automatically deducted from the check register. Use the *Remark* line in the payment screen, to identify each EFT payment. The *Remark* field prints on the check register, making reconciling the bank statement easier. ARC/BSP Settlement, Bank Transfers, and Vendor withdrawals, use the Pay Method *EFT*. **Note:** Bank transfers can also be done using the Form of Payment, *Check.*

Your agency subscribes to Trams Back Office and pays monthly with an EFT. You have recorded this payment as a Payment Made in the amount of $90 with a Pay Method of EFT and a Profile Type of Other. The profile Name is Trams Back Office. Because the profile type is Other, you are prompted for a journal entry. Enter the off-setting expense account, add a debit for $90, and click on OK. This EFT entry appears on your check register as an EFT W/D.

Overpayment From a Client

When a payment is received from a client for more than the amount owed, the overpayment is left on the client's account as a voucher. (See voucher section also in this chapter.)

1. Click **Payments|Received**. Enter the payment received as usual.

2. When the invoice(s) appear, close them as usual.

3. *Trams Back Office* prompts, *"Unapplied Payment Option. Create Voucher, Leave Unapplied, or Cancel*." Click the *Create Voucher* button.

4. Enter the voucher information as usual. (See Entering a Voucher in this chapter.)

5. Click *OK* to save.

Split Forms of Payment for Client Invoices

When one booking on an invoice is paid by credit card and another booking is paid by cash/check, separate payments are required. If invoice has already been entered. Select *All* or *Bookings Only* for the records.*All* displays both Invoices and Bookings on screen. *Bookings Only* show the bookings in **black**.

1. Select **Payments|Received** from the Main Menu.

2. In the *Amount* field, type in the dollar amount.

3. Change the *Payment Date* if necessary by typing in the proper date or clicking the mouse in the date field to display a calendar.

4. In the *Branch* field, associate a branch from the drop-down menu to the payment if desired.

5. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow and select from the list.

6. In the *Remark* field, type in free flow information, or leave blank.

7. Click the arrow by *Payment Method* field to choose the form of payment *Credit Card.*

8. Enter the credit card number in the *Check/CC No field*.

9. Enter *Payment Group* if applicable. (See *Payment Group* section of this chapter.)

10. Select *Profile Type* of *Client*.

12. In the *Name* field, type in a portion of the client's name.

13. To narrow the list of open invoices, use the *Client Settings and Global Settings* tabs. Use any or all of these fields or skip this portion altogether. Click *Query* to display the open invoice(s) and bookings.

14. Click the booking being paid by credit card and click *Toggle Closed*. Click *OK* to save.

15. Repeat the steps for the *Cash/Check* payment.

Partial Payment Received From Client

A *partial payment* in *Trams Back Office* is a payment received from a client that is less than the amount of the invoice.

1. Select **Payments|Received** from the Main Menu.

2. In the *Amount* field, type in the exact amount for that Form of Payment.

3. Change the *Payment Date* if necessary by typing in the proper date or clicking the mouse in the date field to display a calendar.

4. In the *Branch* field, associate a branch from the drop-down menu to the payment if desired.

5. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow and select from the list.

6. In the *Remark* field, type in free flow information, or leave blank.

7. Change the *Payment Method* field to *Cash or Check*.

8. If Payment Method is *check*, enter the Check number in the *Check/CC No* field.

Note: The *Credit Card* form of payment cannot be used for partial payments.

9. Enter the *Payment Group* if applicable. (See also *Payment Group* section of this chapter.)

10. *Profile Type* is *Client*.

11. In the *Name* field, type a portion of the *client's name.*

12. Enter the *Payment Code* if applicable. (See also *Payment Code* section of this chapter.)

13. If there is more than one invoice listed, click the desired invoice want and click *Partial Payment.*

14. The *Partial Payment Box* appears. Type in the amount to apply towards the invoice and click *OK*.

15. Partial payments can be applied to more than one invoice by repeating Step 13 and Step 14.

16. Click *OK* to save.

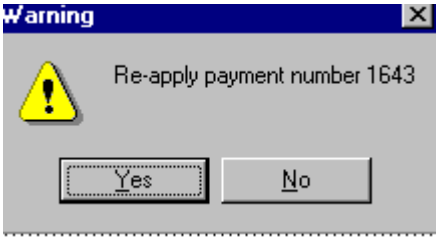
Note: Partial payments can be created against an invoice, but no the booking.

Transfer Funds From One Client Account to Another

Method A: This method can only be used if the payment is in an accounting period that has not been closed. If an End of Period has been created and posted, proceed to Method B. Example: Transferring $50.00 from Jon Smith to Clara Williams:

1. Select **Payments|Query|Payment** and query the payment that needs to be transferred. (i.e. payment for Jon Smith.)

2. Once the payment is displayed, highlight it and right mouse click. When the menu choices appear, click *Re-Apply*.



3. Trams Back Office prompts, “Re-apply payment number xx” and click *Yes*. This voids the original payment and copies the information into a new payment screen.

4. **Change the date to the date the payment was originally deposited.** The *Payment Date* defaults to the current date.

5. Click the name field and change the name to the person the money is to be transferred to. (i.e. Clara Williams.)

6. Click *OK* to save the payment.

Note: If the invoice is also applied to the profile, transfer the Invoice *first* and the payment automatically comes along with it--that way voucher does not have to be created!

Method B: This method is used if the payment is in an accounting period that was already closed and posted. To transfer money from one client’s account to another, enter a *Payment Made* from the client’s account from which the money is being taken and a *Payment Received* to the client’s account to which the money is being given. Example: Transferring $50.00 from Jon Smith to Clara Williams:

1. Click **Payment|Made**. Enter the payment as usual.

2. In the *Amount* field, type the amount being transferred (e.g. $50.00).

3. Payment Method is *Other.*

4. In the *Remark* field, type *To Transfer Balance*.

5. Profile Type is *Client*.

6. In the *Name* field, type in the client’s name (e.g. Jon Smith).

7. Click *OK* to save.

8. *Trams Back Office* prompts, *“Create A Journal Entry?”* Click *YES*.

9. *Trams Back Office* automatically displays a *debit* to *Client Balances*. Enter a *credit* against account *6900-Temporary Holding* as the offsetting account. (Is this account created? See section, *Add To The General Ledger Chart of Accounts* in the *Setting Up Trams Back Office* chapter.)

10. Click *OK* to save.

11. Click **Payments|Received**. Enter the payment as usual. (See *Payments Received From Client* section

in this chapter.)

12. In the Amount field, type the amount being transferred (e.g. $50.00).

13. *Payment Method* is *Other*.

14. In the *Remark* field, type "*To Transfer Balance*."

15. *Profile Type* is *Client*.

16. In the *Name* field, type in the client's name. (e.g. Clara Williams)

17. Click *OK* to save.

18. *Trams Back Office* prompts, "*Create A Journal Entry*?" Click *YES*.

19. *Trams Back Office* automatically displays a *credit* to *Client Balances*. Enter a *debit* against account *6900-Temporary Holding* as the offsetting account.

20. Click *OK* to save.

Remove/Write Off Client Balance

1. Go to **Payments|Received**.

2. Enter the Amount of invoice to be removed/written off.

3. Use date of report run to detect balance.

4. Choose Payment Method of OTHER.

5. Under Remarks, type "Write-off" with additional explanation.

6. In the *Name* field, enter the Client Name.

7. Toggle the invoice closed by clicking *Toggle Close*.

8. If the GL is set up, create a JE which credits Client Balances and write it off as a debit to a bad debt account (usually a 6xxx account).

Remove/Write Off Vendor Balance

1. Go to **Payments|Made**.

2. Enter the Amount of Invoice to be removed/written off.

3. Use date of report run to detect balance.

4. Choose Payment Method of OTHER.

5. Under Remarks, type "Write-off" with additional explanation.

6. In the *Name* field, enter the Vendor Name.

7. Toggle the invoice closed by clicking *Toggle Close*.

8. If the GL is set up, create a JE which debits Vendor Balances and write it off as a credit to a bad debt account (usually a 6xxx account).

Gift Certificate

To record the purchase of a gift certificate:

1. Click **Payments|Received.**

2. In the *Amount* field, type in the amount of the payment received to purchase the gift certificate.

3. In the *Payment Date* field, type in the date the payment is being deposited.

4. In the *Bank Acct* field, type in the appropriate bank account number (1,2, 3, etc.), or click the arrow to select from list.

5. In the *Remark* field, type *Gift Certificate and if available the Gift Certificate number*. These remarks can be used as criteria in a query screen.

6. In the *Payment Method* field, click the arrow to choose *cash* or *check*.

7. If the Payment Method was *Check*, type in the check number in the *Check/CC No* field.

8. Enter *Payment Group* if applicable. (See also *Payment Group* section of this chapter.)

9. Enter the *Payment Code* if applicable. (See also *Payment Code* section of this chapter.)

10. *Profile Type* is *Client*.

11. In the *Name* field, type in the name of the client. Click *OK (*not *Query)*.

12. If there are no open invoices for the client, proceed to step #13. If there are open invoices click *OK* again, then proceed to step #14.

13. TBO prompts *Profile Has No Open Invoices Prior to Payment Date. Create Voucher, Leave Unapplied, Cancel.* Choose *Create Voucher.*

14. Fill in Voucher information and click *OK* to save.

Note: If one person is purchasing the gift certificate for another person, *Trams Back Office* recommends that the payment be recorded under the name of the person doing the traveling. This establishes a credit balance for the correct client account. If the name of the person traveling is unknown, record the payment under the name of the person who purchased the gift certificate. When the gift certificate is redeemed, the balance may be transferred from one account to the other or choose *All Clients* from the *Client Setting*s in payment screen and close voucher and invoice from the two different client profiles.

Petty Cash

Giving Change from Petty Cash

When a client pays for an invoice and change is given out of Petty Cash:

1. Click **Payments|Received** and enter the payment from the client, as usual, for the actual amount received. (If the invoice is $75.00 and the client pays $80.00, enter the payment received as $80.00.)

2. When *Trams Back Office* displays the open invoice(s), click *Toggle Closed* to change the status of the invoice(s) to *closed*. Click *OK* to save.

3. *Trams Back Office* prompts, *"Total Unapplied is (whatever the amount is). Create Voucher, Leave Unapplied, Cancel*." Click *Create Voucher.* (If the invoice is $75.00 and the client pays $80.00, once the invoice is closed the extra $5.00 shows as *unapplied*. This amount goes on the voucher.)

4. Enter a *Payment Made* to the client, as usual, for the voucher amount ($5.00). *Payment Method* is *Other*. *Trams Back Office* displays the voucher. Highlight it and click *Toggle Closed*. Click *OK* to save.

5. *Trams Back Office* prompts, "*Create A Journal Entry?*" Click *YES*.

6. *Trams Back Office* automatically displays a debit to *Client Balances*. Choose the *Over/Short* account as the offsetting entry. It may be necessary to create this account. (See *Adding to the General Ledger Chart of Accounts* section in the *General Ledger* chapter.)

Example Journal Entry

Acct #	Name	Debit	Credit

1100	Client Balances	5.00	
6XXX	Over/Short		5.00

7. Click *OK* to save.

The Over/Short account is cleared when petty cash is reimbursed. (See *Reimbursing Petty Cash* section in this chapter.)

Note: Make sure to put a receipt in the petty cash drawer to account for the money that was taken out for the change.

Reimbursing Petty Cash

To replace the money taken from petty cash:

1. Click on **Payments|Made**.

2. In the *Amount* field, type in the dollar amount.

3. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow to select from the list.

4. Change the *Payment Date* (if it is not the current date) by typing in the proper date.

5. Click the arrow to choose the *Payment Method* of *Check*.

6. Type the *Check* number in the *Check/CC No* field.

7. Leave the *Payment Group* field blank.

8. Leave the *Payment Code* field blank. (See *Payment Code* section in this chapter for more information.)

9. In the *Remark* field, type in *Petty Cash Reimbursement*.

10. Change the Profile Type to *Other.*

11. In the *Name* field type in *Petty Cash*. If there is no match, *Trams Back Office* prompts to build a new profile. (See *Other Profiles* section in the Profiles chapter.) Click *OK* to save.

12. *Trams Back Office* prompts, *"Create a Journal Entry?"* Click *YES*.

13. *Trams Back Office* automatically displays a credit to the *Cash in Bank* account. Offset this against the appropriate expense account(s) that represent the various items for which petty cash was used.

Example Journal Entry

Acct #	Name	Br	Debit	Credit
1000	Cash in Bank			100.00
6150	Office Expense		90.00	
6180	Postage		10.00	

14. Click *OK* to save.

Note**:** Journal Entries created directly against the General Ledger account for Petty Cash are done only to set up Petty Cash, or increase/decrease the overall Petty Cash balance carried. Journal Entries are never entered against this account when reimbursing.

Owner/Employee Travel Expenses Paid by Agency

For travel expenses absorbed by the agency, such as FAM trips, seminars, or special classes, enter an

invoice as usual.

1. Click **Invoices|Sale**. Complete the invoice as usual. (See *Entering a Sales Invoice* section in *Invoice* chapter.)

2. Once the invoice is complete, click **Payments|Received**.

3. In the *Amount* field, type in the dollar amount of the invoice.

4. Change the *Payment Method* field to *Other*.

5. Change the *Payment Date* field (if it is not the current date) by entering the correct date.

6. Since the Payment Method is *Other*, it is not necessary to modify the *Bank Acct* field. Skip this field.

7. Enter the *Payment Group* if applicable. (See also *Payment Group* section of this chapter.)

8. Enter the *Payment Code* if applicable. (See also *Payment Code* section of this chapter.)

9. In the *Remark* field, type a brief description of what the payment is for. (e.g. FAM Trip, seminar, etc.).

Profile Type is *Client*.

10. In the *Name* field, enter the name of the person or entity as recorded on the invoice. (Owner or Employee's name, Travel Agency's name, etc.)

11. Click *OK* to process.

12. *Trams Back Office* displays all open invoices for the client. Click the invoice to close and click *Toggle Closed*. Repeat if there are multiple invoices to close.

13. Click *OK* to save.

14. *Trams Back Office* prompts, *Create Journal Entry?* Click *YES*.

15. *Trams Back Office* displays a credit to *Client Balances*. Fill in the offsetting GL account.

Example Journal Entry

Acct #	**Name**	**Debit**	**Credit**
1100	Client Balances		xx.xx
6xxx	Education & Seminars	xx.xx	

16. Click *OK* to save.

Foreign Currency Payments

A Canadian agency has Bank Account 2 set up in US Dollars. A customer calls and is paying for a ticket with US Dollars. The price for the travel is $200.00 Canadian Dollars. The exchange rate in the conversion field is .800. Enter the invoice in local currency. The client is quoted $160.00 in US dollars.

When setting up Bank Accounts, only use a currency code (like USD) on the bank account that there is going to be foreign exchange issued on, and it is recommended to leave the rate at 1.000 so that there is control of the equivalency based on the day's rate. Add an asset account for Foreign Exchange to the Chart of Accounts and go to **Utilities|Setup|GL Accounts** to enter the new Foreign Exchange chart number in the Conversion Column for the agency bank account.

Trams Back Office automatically generates the journal entry if the G/L Prompt default settings are set to Recommended|Always (Refer to **Utilities|Setup|Global Defaults**).

This transaction creates the following EOP entry:

EOP Entry

Acct	Account Name	Debit	Credit
4000	Sales - Domestic Air		200.00
1100	Client Balances	200.00	
5000	Cost of Sales Domestic Air	181.82	
2010	ARC/BSP Balances		181.82
1000	Cash In Bank-US Dollars	160.00	
1001	Foreign Exchange	40.00	
1100	Client Balances		200.00

If a payment is made to a vendor for $160.00 on a $200.00 Canadian net remit, the journal entry should read:

Acct	Account Name	Debit	Credit
1000	Cash In Bank-US Dollars		160.00
1001	Foreign Exchange		40.00
1100	Vendor Balances	200.00	

Payment Received for Commission Track

To record a payment for commission received from a Vendor (hotel, car, tours, etc.):

1. Click **Payments|Received**.

2. In the *Amount* field, type in the amount of the commission check received.

3. In the *Payment Date* field, type in the date the payment is being deposited.

4. The *Bank Acct* field should be the appropriate bank account number (1,2,3, etc.). To change the default, type in the new number, or click the arrow to see the list.

5. In the *Remark* field, enter free flow information.

6. Change the *Payment Method* to *Check*.

7. Type the Check number in the *Check/CC No* field.

8. If this payment is associated with a group, type the group name in the *Payment Group* field.

9. Enter *Payment Code* if applicable. (See also *Payment Code* section of this chapter.)

10. Change the *Profile Type* field to *Vendor* and in the *Vendor Settings Tab* select *Submit To* to *CommTrack*.

11. In the *Name* field, type in the name of the Vendor from whom the check was received.

12. To narrow the list of open invoices, select from the *Vendor Settings and/or Global Settings* tabs. Use any or all of these fields to locate an invoice(s), or skip this field entirely. If the payment is for a group of vendors select *A Group of Vendors* and select the group name. Click *Query* to display open invoice(s).

13. If there is more than one invoice listed, click the first invoice to close, then click *Toggle Closed*. Repeat

until all appropriate invoices are closed.

Note: Sometimes the payment received from the Vendor differs from the amount invoiced. For *Commission Track* bookings, the amounts can be edited in the payment screen. Click the invoice to close, then click *Edit Invoice*. Change both the *Commission* amount and the *Total Fare*. If the exact amount of the *Total Fare* is not shown on the receipt, estimate (e.g. the commission check was $10.00 and earn 10% commission, the total fare is $100.00).

14. Click *OK* to save the changes to the booking.

15. Click *OK* to save the payment.

Commtrack Vendor Pays the Commission Due Agency via the Agency's Credit Card

If the vendor on a Commtrack invoice indicates that they want to pay the commission they owe by crediting the agency credit card, use the following steps:

1) Query the Commtrack invoice and view the booking. Change the total fare and commission to $0. Enter a payment received of $0 from the vendor with a payment method of *Cash*, and close the booking. If the Commtrack booking is voided, this may affect reports and the ability to track the booking activity with that particular vendor.

2) Enter a second payment received for the amount of the commission with a pay method of *CC Merchant* and a Profile Type of *Other*.

Debit 1150 - the CC Merchant Receivable account

Credit 4xxx Sales for gross amount

Debit 5xxx Cost of Sales for the net amount

3) When money is actually deposited into the bank account, enter payment received with pay method of and a Profile Type of *Other.*

Debit 1xxx for amount in bank

Credit 1150 full amount charge to cards

Debit 6xxx Credit Card fees or Bank fees for the processing fee amount

Commission Received - No Invoice

When a commission check is received and there is not a commission tracking booking in *Trams Back Office* (this usually happens with commissions coming in on bookings made prior to implementing *Trams Back Office*), there are two ways that the check can be recorded.

Option One: This option is the *Trams Back Office* recommended method, since it can track the history for the vendor.

1. Click **Invoices|Sale**.

2. Create a sales invoice as usual with the *Submit To* field as Comm Track. (See *Entering a Sales Invoice* in *Invoices* chapter.)

3. Next, click **Payments|Received**.

4. Enter the commission check as usual.

Note: Remember payment screens are non-modal. If in a payment screen and an invoice needs to be entered, minimize the payment screen, create an **Invoice|Sale** as above, click *Window* from main menu and reopen the payment screen. *Refresh* displays the newly entered invoice.

Option Two: With this option, no sales information is available for the management reports, nor will production volume be reported by Vendor or Client.

1. Click **Payments|Received**.

2. In the *Amount* field, type in the amount of the commission check.

3. Leave the *Payment Method* as *Check*.

4. In the *Payment Date* field, type in the date the payment is being deposited.

5. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.) or click the arrow to the right of the field to select from list.

6. Leave the *Name on Check* field blank.

7. Type in the check number in the *Check/CC No* field.

8. Enter the *Payment Group* if applicable. (See also *Payment Groups* section of this chapter.)

9. Enter the *Payment Code* if applicable. (See also *Payment Code* section of this chapter.)

10. In the *Remark* field, type *Commission Received*.

11. The *Profile Type* is *Other*.

12. In the *Name* field, type in the name of the Vendor from whom the check was received. Click *OK*.

13. *Trams Back Office* prompts, *Create A Journal Entry?* Click *Yes*.

14. *Trams Back Office* displays a debit to Cash in Bank for the amount of the check.

The first offsetting account number should be the Sales account being affected. Credit that account for the gross sale amount. The next journal entry line is the account number for the Cost of Sales account being affected. Debit that account for the gross sale amount less the amount of commission received.

15. Click *OK* to save.

Note: When using this option, it may be necessary to estimate what the gross sale amount is. If a commission check of $10 is received from Alamo Car Rental and 10% commission is usually earned, the journal entry is as follows:

Debit	Cash Account	$10.00 (commission received)
Credit	Sales-Car	$100.00
Debit	Cost of Sales-Car	$90.00

Entering Commission Payments Received from a Clearing House

Some hotels such as Marriott Hotels, Courtyard by Marriott, Fairmont Hotels, etc., belong to a clearing house such as Pegasus. These clearing houses issue commission checks for all hotels using their services. Therefore, one commission check is issued for all bookings to these hotels. Use the steps below to manually enter the payment. Pegasus, PayMode, and TACS (Perot Systems) offer files that Trams Back Office uses to automate this process. (See the *Pegasus/PayMode/CommTrak/TACS Reconciliation* section of this chapter.) To link the profiles:

1. Click **Profiles|Query**.

2. In the *Vendor Name* field, type in the name of the hotel belonging to the clearing house, (e.g., Marriott, Hilton, etc.).

3. Change *Profile Type* to *Vendor*. Click *Query* to see all hotels matching the name.

4. Highlight the profile and click *View*.

5. Click the *Group* tab. In the *Group/Batch* field, select a vendor group that has been created in **Utilities|Setup|Groups** (e.g, *PayMode, Pegasus, TACS).* Click *Add* to add it to the group list. Click the *OK* to save.

6. Repeat Steps 2 through 6 until all profiles are edited.

Sales Invoice for Processing Fee

Create a Negative Sales Invoice for the Processing Fee:

1. Click **Invoices|Sale**. Enter the invoice as usual (see *Entering a Sales Invoice* section in the *Invoice* chapter.)

2. In the *Client Name* field, type in the name of the agency. Submit To is *Comm Track*.

3. In the *Vendor Name* field, type in *Pegasus*. (If there is not a Vendor Profile, create one. Make sure to put Pegasus in the Group/Batch field of the profile.)

4. In the *Commission/Rate* field, type in the service fee amount as a negative number.

5. Click *OK* to save.

To receipt the payment:

1. Click **Payments|Received**.

2. In the *Amount* field type in the amount of the check received.

3. Change *Profile Type* to V*endor.*

4. In the *Name* field, type *Pegasus*

5. Under vendor settings select a *Group of Vendors* and from the drop down menu select Pegasus.

Note: Sometimes the payment received from the vendor differs from the amount invoiced. For Commission Track bookings, edit the amounts in the Payment screen. Highlight the invoice to close and click *Edit Invoice*. Change both the *Commission/Rate* amount and the *Total Fare*. If the exact amount of the Total Fare is not shown on the receipt, estimate (e.g., the commission check is $10.00 and 10% commission was earned, the total fare is $100.00). Click OK to save the changes made to the booking.

6. Highlight the invoice to close and click the *Toggle Closed* button. Repeat for all invoices being paid. Make sure to also close the service fee invoice. Click *OK* to save.

Note to Canadian Agencies: On the Pegasus Payment Import routine, the GST Amount and rate included in the Pegasus import file is read and altered in the more taxes tab to match the amount in the file. There is also a column for the Commission on GST on the Payment Import screen. The Pegasus Payment Import subtracts the GST Amount from the Commission Amount column. When the payment is closed, the Commission on GST field is updated.

Agency Processed Credit Card aka CC Merchant

There are two methods with which to account for Agency Processed Credit cards, also known as CC Merchant transactions: *CC Merchant Vendor Bills for Service Charge* and *CC Merchant Vendor Deducts Service Charge at Time of Deposit*. For both methods the End of Period journal entry summarizes all invoices with a pay method of CC Merchant and debits the default account 1105. Both methods reduce the total amount back to zero. **Note:** There is also a *CC Merchant Automated CC Service Fee Processing* utility (agencies that are processing credit cards with Pinnacle Payment Solutions, NTC (National Transactions Corporation), Caledon, or Ticketmaster (no longer taking new customers), can process directly into TBO).

Account for CC Merchant Vendor Bills For Service Fee

The credit card charges are deposited directly into the bank account. The credit card company withdraws a processing fee periodically (Visa, MasterCard, Diners, etc.).

1. Enter the invoice bookings with submit to set to ***Supplier*** and record all pertinent information (travel type, vendor name, etc.)

2. Enter a payment received from the client with pay method set to *CC Merchant.* Enter the full amount of the payment, recording the credit card number and all pertinent information (date, client, etc.), and close the applicable invoice.

Note: This can also be accomplished through the Interface process from the GDS with a *CP4 code in the accounting line.

3. Print a Credit Card Merchant Report (**Reports|Payments|CC Merchant***)* for the day, with Included CC's set to *Visa, MasterCard & Diners*. Verify that the report matches the amount of the deposit.

4. Enter a payment received with a payment method of *EFT* for the deposit amount. Set profile type to *other.* A profile should be created for use specifically for this type of deposit. The journal entry is a ***debit*** to Cash in Bank and a ***credit*** to the Credit Card Merchant receivables account. (Create this account under **General Ledger|Accounts** in the 1000 series, if not already done.)

5. When the service charge from the credit card company is deducted from the bank account, enter that amount as a payment made with a payment method of *EFT* and profile type of *other*. The journal entry is a ***credit*** to Cash in Bank and a ***debit*** to Bank Fees.

Account for CC Merchant Vendor Deducts Service Charge at Time of Deposit

In this method, the credit card charges are reported to the credit card company. The credit card company then makes a deposit into the agency's bank account, less any service fees (American Express).

1. Enter the invoice bookings with submit to set to ***Supplier*** and record all pertinent information (travel type, vendor name, etc.).

2. Enter a payment received from the client with payment method set to *CC Merchant.* Enter the full amount of the payment, recording the credit card number and all pertinent information (date, client, etc.) and close the applicable invoice.

Note: This can also be accomplished through the Interface process from the GDS with a *CP4 code in the accounting line.

3. Print a Credit Card Merchant Report (**Reports|Payments|CC Merchant**) with Included CC's set to

American Express. Verify that the report matches the amount of the credit cards that were processed.

4. When the credit card company sends a reconciliation report of the charges, enter a payment received with a payment method of *EFT* for the deposit amount. Set profile type to *Other.* A profile should be created for use specifically for this type of deposit. The journal entry will be a ***debit*** to Cash in Bank, a ***credit*** to the Credit Card Merchant receivables account (create this account under **General Ledger|Accounts** in the 1000 series if not already done) and a ***debit*** to Bank Fees.

Bob and Mary Jones are booking a tour with your agency. The total cost is $1000. They want to pay with their VISA Credit Card. This vendor does not take credit cards, so you process it directly, and pay the vendor with an agency check.

To record this transaction, go to the main Payments menu, then to Received. Enter the $1000 in the Amount field. Fill in the date and change the Pay Method to CC Merch. Be sure to include the client credit card number because this lets you use the CC Reconciliation to clear the CC Merch payments. Fill in any necessary remarks, change the Profile Type to Client, and type Jones in the name field. When the $1000 tour invoice appears, press <Enter> to close it, and click on OK.

When VISA deposits this money in your bank account, go to the main Payments menu, then to Received. Enter the amount, and select EFT in the Pay Method field. Select a Profile Type of Other, and enter VISA in the Name field. Click on OK. To complete your journal entry, debit your Cash In Bank Account, and credit your CC Merchant Receivables Account. This offsets the End Of Period journal entry made for the original booking and sets your CC Merchant Receivables account back to zero. The EFT entry appears on your check register as an EFT Dep.

EFT Payment Received

There is no need to do a Deposit entry, the Payment Received EFT automatically updates the check register.

Payment Made to a Vendor

To account for a payment made to a vendor for a tour, cruise, etc., enter a *Payment Made*. This closes the payable created by the sales invoice entered.

1. Click on **Payments|Made** from main menu.
2. In the *Amount* field, type in the dollar amount.
3. Change the *Payment Date* (if it is not the current date) by typing in the proper date.
4. In the *Branch* field, associate a branch from the drop-down menu to the payment if desired.
5. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow to select from the list.
6. In the *Remark* field, type in free flow information, or leave blank.
7. Click the arrow next to the *Payment Method* field and choose *Check*.
8. Type the check number in the *Check/CC No* field.
9. If this payment is associated with a group, type in the group name in the *Payment Group* field.
10 To make the payment recurring, type in a *Payment Code*. (See *Payment Codes* section in this chapter.)
11. Change the *Profile Type* to *Vendor* and *Submit to*, to *Supplier.*
11. In the *Name* field, type in a portion of the vendor's name.
12. To narrow the list of open invoices, select *Vendor Settings* and/or *Global Settings Tabs*. Use any or all of these fields or skip this portion altogether. Click *Query* to display the open invoice(s).

13. If there is more than one invoice listed, click the first one being closed to highlight it and click *Toggle Closed*. Repeat for each invoice to close. Click *OK* to save.

Note: If you add a checkmark to the box next to Agent Adjustment, you will automatically go to a Create Agent Adjustment screen.

Payments Made To Agents

To account for a check written to the agent enter a Payment Made. This payment affects the bank account and updates the General Ledger.

1. Click on **Payments|Made**.

2. In the *Amount* field, type in the dollar amount.

3. Change the *Payment Date* (if it is not the current date) by typing in the proper date.

4. In the *Branch* field, associate a branch from the drop-down menu to the payment if desired.

5. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow to select from the list.

6. In the *Remark* field, type in a description of the payment. (Client Gift, Overnight Fee, etc.).

7. Click the arrow next to the *Payment Method* field and choose *Check*.

8. Type in the check number in the Check/CC no field.

9. To make this payment to be recurring, type in a *Payment Code*. (See Payment Code section in this chapter.)

10. Enter the *Payment Group* if applicable. (See Payment Group in this chapter).

11. Change the *Profile Type* to Agent.

12. In the *Name* field, type in the name of the agent. Click OK to save.

13. If you would like to show this amount on the agent statement, add a checkmark to *Agent Adjustment* and create an agent adjustment

14. *Trams* prompts, "Create a Journal Entry?" (This prompt is determined by how the set up was completed in the Global Defaults Prompt Tab in Utilities.) If maintaining the General Ledger in Trams, click *YES*.

15. Trams automatically displays a credit to the Cash in Bank account. Choose the appropriate expense account as the offsetting account.

Example Journal Entry

Acct #	Name	Br	Debit	Credit
1000	Cash in Bank			XX.XX
6010	Agent Commissions		XX.XX	

16. Click *OK* to save.

17. If you checked the box next to agent adjustment, you will now have a Create Agent Adjustment screen. In the Amount field, type in the adjustment amount. If the adjustment amount is being added to the amount owed to the Agent, enter a positive (+) amount. If the adjustment amount is being subtracted from the amount owed to the Agent, enter a negative (-) amount.

18. The *Adjustment Date* is the statement date that the adjustment affects. Type the correct date in this field.

19. Click the *Agent Name* field and type in the agent name.

20. Click the *Remark* field, and type a brief description about why the adjustment is being made. (e.g., Overnight Fee, Client Gift, etc.)

Payments Made for Expenses

To account for a check written for rent, utilities, or any other office expenses, enter a Payment Made. This payment affects the bank account and updates the General Ledger.

1. Click on **Payments|Made**.

2. In the *Amount* field, type in the dollar amount.

3. Change the *Payment Date* (if it is not the current date) by typing in the proper date.

4. In the *Branch* field, associate a branch from the drop-down menu to the payment if desired.

5. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow to select from the list.

6. In the *Remark* field, type in a description of the payment. (Rent, Utilities, etc.).

7. Click the arrow next to the *Payment Method* field and choose *Check*.

8. Type in the check number in the *Check/CC no field*.

9. To make this payment to be recurring, type in a *Payment Code*. (See *Payment Code* section in chapter.)

10. Enter the *Payment Group* if applicable. (See *Payment Group* in this chapter).

11. Change the *Profile Type* to *Other*.

12. In the *Name* field, type in the name of the Payee. If there is no match, *Trams* prompts to build a new profile. (See Other Profiles in the *Profiles* chapter.) Click *OK* to save.

13. If this payment affects an agent, add a check mark to Agent Adjustment.

14. T*rams* prompts, "*Create a Journal Entry*?" (This prompt is determined by how the set up was completed in the Global Defaults Prompt Tab in Utilities.) If maintaining the General Ledger in *Trams*, click *YES*.

15. *Trams* automatically displays a credit to the Cash in Bank account. Choose the appropriate expense account as the offsetting account.

Example Journal Entry

Acct #	Name	Br	Debit	Credit
1000	Cash in Bank			XX.XX
6150	Office Expense		XX.XX	

16. Click *OK* to save.

17. If you checked the box next to agent adjustment, you will now have a Create Agent Adjustment screen. In the Amount field, type in the adjustment amount. If the adjustment amount is being added to the amount owed to the Agent, enter a positive (+) amount. If the adjustment amount is being subtracted from the amount owed to the Agent, enter a negative (-) amount.

18. The Adjustment Date is the statement date that the adjustment affects. Type the correct date in this field.

19. Click the Agent Name field and type in the Agent Name.

20. Click the Remark field, and type a brief description about why the adjustment is being made. (e.g., Overnight Fee, Client Gift, etc.)

Note: Recurring Expense Payments can be copied from previous payments made from prior months. See

Payment Codes section of this chapter to see how to set up and use Payment Codes so as not to have to re-enter payment information. If Payment Codes have not been previously entered, query by a date range by profile name for the previous month's expense and copy and adjust it as above.

Void or Spoiled Checks

To enter a void or spoiled check:

1. Click **Payments Query Screen** and click *New*, and pick *Payment Type, Made*.
2. Leave the *Amount* field at *zero*.
3. Click the arrow to choose the *Payment Method* of *Check*.
4. Change the *Payment Date* to the date the check was voided.
5. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow to select from the list.
6. Type the *voided check number* in the *Check/CC No* field.
7. Leave the *Payment Group* field blank.
8. Leave the *Payment Code* field blank.
9. In the *Remark* field, type *To Account For Voided Check*.
10. Change the *Profile Type* to *Other*.
11. In the *Name* field, type any Other Profile Name or create a profile named *Void Check*. If there is no match, *Trams* prompts to build a new profile. (See Other Profiles in the profile chapter.) Click *OK* to save.
12. *Trams* prompts, "*Create a Journal Entry*?" Click *NO*.
13. Now if that payment appears on the query results screen and is highlighted, click on Void and say *Yes* to Track Voided Payment.
14. If the payment does not appear on the query results, query the payment and click on *Void* and say *Yes* to Track Voided Payment.

Bounced Checks

When a check deposited and entered in *Trams* has bounced, there are three options to account for it.

OPTION ONE:

Use this option when the bounced check is in an accounting period already ended and posted.

1. Click **Payments|Withdrawal.**
2. In the *Amount* field, type in the amount of the bounced check.
3. In the Withdrawal Date field, type in the date of the banks notice.
4. Change the bank account number to the account number into which the check was originally deposited (1,2, 3, etc.) by typing in the appropriate account number, or click the arrow to select from the list.
5. Leave the *Payment Group* field blank.
6. Leave the *Payment Code* field blank.
7. In the *Remark* field, type any free-flow information. It is recommended to record the name of the client whose check bounced, plus the check number.
8. Click *OK* to save. *Trams* prompts, *"Create A Journal Entry?"* Click *YES*.

9. Trams displays a credit to Cash in Bank. In the *Account Name & Number* field, type in the account number for *Bounced Checks* and debit that account. (Was this account created already? See *Adding To the General Ledger Chart of Accounts*.) Click on *Add* to add the entry to the journal entry box. Click *OK*.

10. When the payment is deposited again (or replaced) enter a *Payment/Received* with a profile type of *Other*. In the *Name* field, type in the client's name.

11. Click *OK* to save. *Trams* prompts, *"Create A Journal Entry?"* Click *YES*.

12. *Trams* shows a debit to Cash in Bank. In the *Account Name & Number* field, type in the account number for *Bounced Checks* and credit that account. This clears the balance on the Bounced Checks account.

OPTION TWO:

Use this option to keep client statements accurate, and when the bounced check is in an open accounting period.

1. Click **Payments|Query|Payment**.

2. Query the payment for the check that bounced. Right click on the payment and if "Query Bank Deposit" is not grayed out, select it and 'Void' the Bank Deposit. After voiding the Bank Deposit, close that screen to be back on the Payment that was part of the voided deposit. Click *Void*. Trams prompts, "Void Payment Number xxx? Yes or No." Click *YES* to void. This opens up the client balance again and shows it on the Client Balance Report.

3. Enter a payment received with the payment date of the original date of the receipt. Select the Profile Type of *Other* and Payment Method of *EFT*. Enter the name of the client in the Name field. Create an Other profile for the client when prompted. Click Yes to create a journal entry. Debit Cash in Bank and credit a 6000 account.

4. Click **Payments|Withdrawal** and enter a withdrawal for the amount of the bounced check to reduce the bank balance. When prompted, "Create A Journal Entry?" Click *Yes*. Credit Cash in Bank and debit the 6000 account utilized in Step 3.

5. When the payment is deposited again or replaced, enter a *Payment/Received* as normal and close the invoice again. Include as part of a new Bank Deposit.

OPTION THREE: (To keep original receipt and deposit in place and show that client still owes money.)

1. Click **Payments|Made.**

2. Enter the amount of the check. Use the Pay Method of *EFT* and the Profile Type of *Client.*

3. Enter the name of the client in the Name field.

4. Create a negative voucher.

5. When the payment is deposited again or replaced, enter a *Payment/Received* as normal and close the client's voucher. Include as part of a new Bank Deposit.

Payroll Entry

To enter payroll checks and journalize the expense:

1. Click on **Payments|Made**.
2. In the *Amount* field, type in the amount of the payroll check.
3. Click the arrow to choose the *Payment Method* of *Check*.
4. Change the *Payment Date* (if it is not the current date) by typing in the proper date.
5. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow to select from the list.
6. Type the *Check* number in the *Check/CC No* field.
7. Leave the *Payment Group* field blank.
8. To create a recurring payment, type in a *Payment Code*. (See Payment Codes section in this chapter.)
9. In the *Remark* field, type in free flow information, e.g. Payroll Ending 1/31/xx.
10. Change the *Profile Type* to *Other,* or *Agent*.
11. In the *Name* field, type in the name of the Employee. If there is no match, *Trams* prompts to build a new profile.
12. Click *OK* to save. Note: In the Group/Batch field in the Employee's profile, type in "*Payroll*."
13. *Trams* prompts, "*Create a Journal Entry*?" If a General Ledger is being maintained in *Trams*, click *YES*.
14. *Trams* automatically displays a credit to the Cash in Bank account. Choose the appropriate expense and liability accounts as the offsetting accounts. Example journal entry:

Amount	G/L Account	Debit	Credit
Net Check	(*1XXX)* Cash in Bank		411.00
Gross Pay	*(6XXX)* Salaries Expense*	500.00	
Withheld Fed.Tax	*(2XXX)* Federal Withholding		45.00
Employer FICA	*(2XXX)* Federal Withholding		24.00
Employee FICA	*(2XXX)* Federal Withholding		24.00
FICA Expense	*(6XXX)* Tax Expense	24.00	
Withheld State (if applicable)	*(2XXX)* State Withholding		15.00
Withheld City (if applicable)	*(2XXX)* City Withholding		5.00
TOTAL		**524.00**	**524.00**

Payroll Tax Report and Payment

To show the amount owed for payroll taxes, print these reports:

1. Click ***Reports|General Ledger|Account History.***

2. Type in the *G/L Acct No* or the *G/L Account Name* of the tax account. (2000 series account)

3. In the *From* and *To* date fields, type in the desired dates.

4. If paying taxes for one of multiple branches, enter the appropriate branch in the *Branch* field. Otherwise, leave it blank.

5. The *Format* defaults to *Detail*.

6. Leave the *Pseudo Post* box checked.

7. Leave the *Active Accts Only* box checked.

8. Click Preview to view on the screen. (Or click Print to send the report directly to the printer without viewing first.)

9. The *Ending Balance* shown is the amount owed.

Note: Repeat these steps for each General Ledger tax account. The accounts match the journal entry accounts of the employees check. (See Payroll Entry section in this chapter.)

To enter the payroll tax payment:

1. Click **Payments|Made.**

2. In the *Amount* field, type in the dollar amount.

3. Change the *Payment Date* (if it is not today) by typing in the proper date.

4. In the *Bank Acct* field, type in the appropriate bank account number (1, 2, 3, etc.), or click the arrow to select from the list.

5. *Payment Method* is *Check*.

6. Type in the *Check* number in the *Check/CC No* field.

7. Enter the *Payment Group* if applicable.

8. To create a recurring payment, type in a *Payment Code*. (See Payment Codes section in this manual.)

9. In the *Remark* field, type a description of the payment. e.g. 1/31/03 Tax Payment.

10. Change the *Profile Type* to *Other*.

11. In the *Name* field, type in the name of the Payee. If there is no match, *Trams* prompts to build a new profile. Click *OK* to save.

12. *Trams* prompts, "*Create a Journal Entry*?" If a GL is being maintained in *Trams,* click *YES*.

13. *Trams* automatically displays a credit to the Cash in Bank account. Choose the appropriate 2000 series accounts as the offsets.

Example Journal Entry

Acct #	Name	Br	Debit	Credit
1XXX	Cash in Bank			XX.XX
2XXX	Payroll Tax Account		XX.XX	

14. Click *OK* to save.

To View Individual Employee Payroll Information:

1. Go to **Reports|Payments|Payment Analysis**.

2. Change Payment Type to *Made*.

3. Enter desired dates.

4. Select Profile Type of Other or Agent.

5. Check *Print J/E* box.

6. Click *Preview.*

Vouchers

A voucher acts as a container for money received and held on account, or money sent to vendors for items not yet invoiced. This feature is particularly useful when selling group travel. (See *Handling Groups* in TBO section of invoice chapter.) *Voucher* is not a main menu option. Create a voucher by going to **Payments|Received** or **Payments|Made** and entering a payment that does not apply to an invoice.

If there are no open invoices for a client or vendor, when clicking on *OK* to save the payment, a message will be received, *Profile has no open invoices prior to payment date.* This presents three unapplied payment options: *Create Voucher, Leave Unapplied,* and *Cancel.* The system does not allow closing vouchers or creating new vouchers on a credit card payment.

No Open Invoices Message/Create Voucher

1. Create voucher allows voucher creation. Click on *Create Voucher* to enter a group name and add remarks. (When creating a client or vendor voucher, the branch entered into the Payment Screen defaults to the voucher screen, so the branch for the payment and the voucher are the same. If there is no branch entry on the Payment screen, then the default branch setup in **Utilities|Setup|Global Defaults|Prompt Tab** is used when creating a voucher. A voucher cannot be saved without a branch entry.) Click *OK* to save. Vouchers reduce the Invoices Total due on the Client and Vendor Balances Summary Report. They show up as an invoice number followed by a "V" in the Client Balances or Vendor Balances Detail Report

Client vouchers also show on Client Statements. Vendor vouchers show on Vendor Statements. There will be a line item for each voucher created on a Client or Vendor account. They reduce the Vendors Total Open Balance to provide a net amount due from the agency. They reduce the client's Total Open Balance to provide a net amount due.

To close a voucher, enter a payment of the final balance due. Close any open invoices and vouchers that close this open balance. Click *Close All* to close the vouchers and invoices on this accounts. This closes the balance on the Client Balances Report and the Client Statement or the Vendor Balance Report and the Vendor Statement.

Query for a voucher in the Invoice Query menu. Vouchers have the letter "V" after their number when searching for them in the invoice screen, or choose Invoice Type Voucher.

2. *Leave unapplied* - Saves the payment without applying the payment to an invoice and without creating a voucher. **Note:** Unapplied balances appear as one lump sum on the reports, so there is not payment details. This is not recommended. The system does not allow an unapplied CC payment. The unapplied option can be turned off under **Utilities|Setup|Global Defaults|Prompt.** Query for unapplied payment detail in the Payment Query menu. Select the *Advanced Tab* and change the *Only Unapplied* field to *Yes*.

3. *Cancel* - Goes back to the payment to make any changes, apply the payment to an invoice, or cancel the payment.

Note: A confirmation number field in a vendor voucher allows users to enter confirmation numbers in the **Payments Received/Made|Global Settings** tab to find both the invoice and the voucher by confirmation number and close both.

Track Voucher Payments Allocated Across Multiple Invoices

To track how voucher payments have been allocated across multiple invoices, follow the steps below.

1. Go to **Payments|Received** and create the voucher as usual. **Note:** To partially apply a voucher, consider creating a Payment Group for the original payment that created the Voucher and use that Payment Group for all subsequent partial payments for the voucher. Example: Voucher 142 would be the Payment

Group name for the original payment that created Voucher 142 and is then added to all subsequent partial payments of Voucher 142.

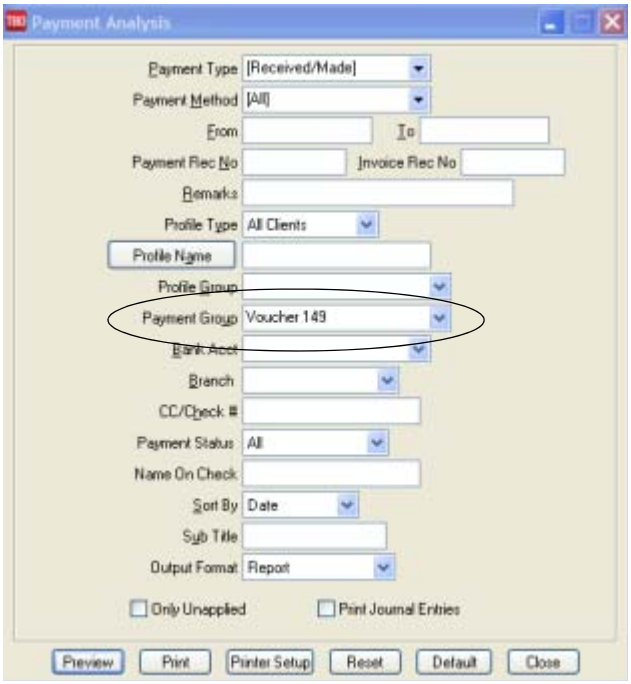
2. To partially apply a voucher to close an existing invoice or invoices, create a **Payments|Received**. The Payment Amount is $0. The Payment Method is either Cash or Other. Close each of the sales invoices, but do not close the voucher. The amount of the sales invoices closed is in the Unapplied Balance area at bottom of screen.

3. Next, select the voucher, right-click, select *Partial Payment*, and enter the amount of the unapplied balance (total amount of invoices closed) as a negative amount. Since the amount of the voucher is being reduced, the partial payment must be entered as a negative amount equal to the amount of the invoice(s) being closed. When saving the zero payment, do not create a Journal Entry.

4. This process of partially using the balance of a voucher to close more invoices can be repeated as needed. Only close the voucher when applying the final amount of the voucher against the final invoice.

5. To see the pay down of the original voucher, query for the voucher in the Invoice Query Screen, then right-click on the voucher, and select *Query All Payments*, and print if desired. All payments are attached to the original voucher. To see the invoices paid by the voucher, right-mouse click on any payment and select Query All Invoices, and print if desired.

6. To close out multiple invoices attached to a single vouchers by multiple payments, run a Payment Analysis Report using the Payment Group assigned to the original Voucher and the Voucher Partial Payments, to see the complete history of the voucher from initial creation to final closing.



Adjusting Client and Vendor Balances

(Bad Debts, Over/Underpayments, Travel Expenses, Errors)

When Client Balances or Vendor Balances need adjusting or "writing off," enter a payment to adjust the balance. Print the Client Balance report *(Reports/Core/Client Balances)* or the Vendor Balance report *(Reports/Core/Vendor Balances)*, with format set to *detail,* as of the date to correct the balance.

To Zero Out Account Balance:

If the Balance Due amount (column on the right) on the Client Balance or Vendor Balance report is a positive amount, enter a payment received.

1. Click **Payments|Received.**

2. In the *Amount* field, type in the amount of the balance being zeroed out.

3. Click the arrow to the right of the *Payment Method* field and select *Other*.

4. In the *Pay Date* field, enter the same date the report was printed.

5. In the *Remark* field, type a brief description as to why the balance is being zeroed out. (i.e. Bad Debt, Under Payment, etc.)

6. Click the arrow to the right of the *Profile Type* field and choose Client (or Vendor-Supplier).

7. In the *Name* field, type in the name of the client (or vendor). Click *OK* to process.

8. Trams displays the open invoice(s) for the client (or vendor). Highlight the invoice(s) being closed and click *Toggle Closed*. Click *Query* to process.

9. Trams prompts, *"Create A Journal Entry? Yes or No."* If The GL is NOT maintained, click *NO*. If the GL is maintained, click *YES*.:

Example Journal Entry

Credit	Client Balance account *or* Vendor Balance account (depending on what profile type entered.)
Debit	Offset with an account that best describes the reason for the adjustment (*i.e.* Bad Debt Expense, Accounting Adjustments, etc.)

10. Click *OK*.

If the Balance Due amount (column on the right) on the Client Balance or Vendor Balance report is negative (-), enter a payment made.

1. Click **Payments|Made**.

2. Repeat step #2 through step #8 above.

3. Trams prompts, *"Create A Journal Entry? Yes or No."* If the GL is NOT maintained, click *NO*. If the GL is maintained, click *YES*.

Example Journal Entry

Debit	Client Balance account *or* Vendor Balance account (depending on what profile type entered.)
Credit	Offset with an account that best describes the reason for the adjustment (*i.e.* Bad Debt Expense, Accounting Adjustments, etc.)

4. Click *OK*.

Clear Balance-Acct Balance Zero w/Total Invoices & Total Unapplieds Same

If the Balance Due (column on the right) on the Client Balance report or Vendor Balance report is zero and Total Invoices and Total Unapplied are the same amounts, this was probably caused by entering a payment before an invoice was created. Therefore, apply the unapplied payment to the invoice.

1. Click **Payments|Received.**
2. Leave the *Amount* field as zero.
3. In the *Pay Date* field, enter the same date the report was printed.
4. In the *Remark* field, type *To Apply Unapplied Balance*.
5. Click the arrow to the right of the *Payment Method* field and select *Other*. **Note:** If the bookings being closed with a Voucher or Unapplied amount are *COMM TRACK* bookings, use *Payment Method* of *Check,* so that both the bookings and the payments are correctly reflected on financial statements through the End of Period close.
6. Click the arrow to the right of the *Profile Type* field and choose Client (or Vendor-Supplier).
7. In the *Name* field, type the name of the client (or vendor). Click *OK* to process.
8. *Trams* displays the open invoice(s) for the client (or vendor). Highlight the invoice(s) being closed and click *Toggle Closed*. Click *OK* to process.
9. *Trams* prompts, *"Create A Journal Entry? Yes or No."* Click *NO*. (Since the payment amount is zero, a journal entry is not necessary.)

Clear a Check That Will Never be Cashed

1. Click **Payments|Received**.
2. Enter the payment received as usual for the amount of the check that was never cashed.
3. Enter a remark such as, "Check Was Never Cashed."
4. Using a profile type of *Other,* fill in the name with the entity to which the check was originally written.
5. Click *OK* and *Trams Back Office* prompts, "*Create a Journal Entry?"* Click *YES*.
6. *Trams Back Office* displays a debit to *Cash in Bank*. For the offsetting account, choose the account number affected when the payment was originally recorded and credit that account. Click *OK* to save.
7. Next, click **Payments|Deposit**.
8. Enter a deposit for the amount of the payment entered in Step 2, entering the same date.
9. In the *Remark* field, Note the check number that was NOT cashed. Click *OK* to save.
10. When the Bank Reconciliation is done at the end of the month, clear both the check that was written and the deposit offsetting it.

Interest Income

1. Click **Payments|Received**.
2. Enter payment.
3. In the *Payment Method* field, change the method to *EFT* by clicking the arrow to the right of the field.

4. In the *Remark* field, type Interest.
5. *Profile Type* is *Other*.
6. In the *Name* field, enter the name of the bank from which the interest was received.
7. Click *OK* to process.
8. *Trams Back Office* prompts, *"Create A Journal Entry?"* Click *YES*.
9. *Trams Back Office* displays a Debit to Cash in Bank. Enter the account number for Interest Income (4000 series account) as the offsetting account as a Credit.
10. Click *OK* to save.

Deposits and Withdrawals

Keep an updated bank reconciliation and check register by entering all deposits and withdrawals on a daily basis. Deposits should always represent the sum of cash and check Payments Received entered for that period. A receipts report for the day for the specific bank account should match the actual deposit amount (it is always a good idea to run a tape of the checks and make sure it matches what was entered into TBO). *Trams Back Office* suggests printing the receipts report and attaching it to the deposit slip.

Deposits

(Please see the Daily Routine in the *Setting Up Trams Back Office* chapter for proper procedure for entering deposits and coordinating them with receipts). Entering the total amount of the deposit in Trams updates the Check Register Core Report--entering each individual receipt that makes up the deposit updates the general ledger cash in bank accounts during an EOP. To enter a new deposit, select **Payments|Deposit** and the system prompts for the following information:

Notice the new deposit screen. Continue to enter deposits the old way, by just not querying for or including any receipts in the deposit. Complete the fields at the top of the deposit and a deposit entry will be created without receipts being linked to the deposit.

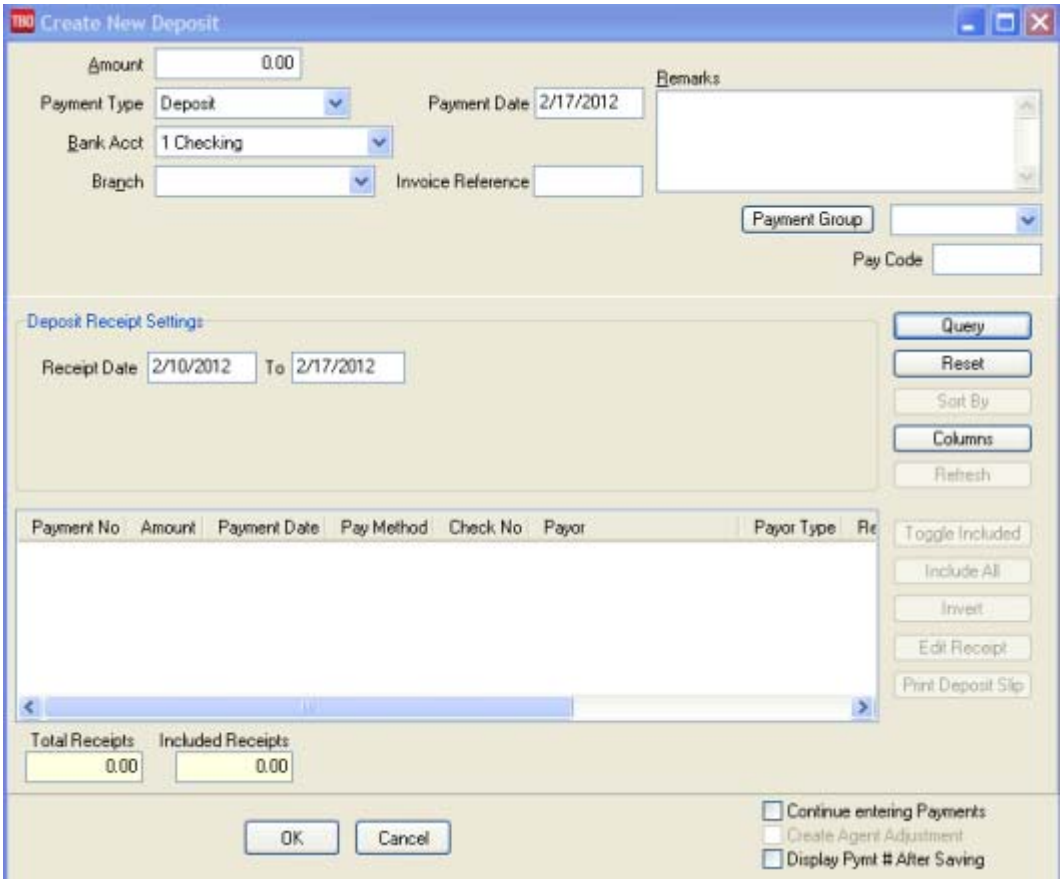
Bank Deposit

Amount	The amount of the deposit.
Payment Type	Select Deposit.
Payment Date	The date of the deposit.
Branch	If on multi-branch version, enter a branch number from the drop-down menu.
Bank Acct	Select the bank account to be affected from drop-down.
Invoice Reference	Enter an invoice reference which can be used as a search parameter.
Remarks	Remarks allow alphanumeric free-flow characters and are used for reference.
Payment Group	For group payments, choose from the drop-down menu the group name assigned for future reference in queries and for easy duplication. To create a group, click on the raised *Payment Group* button.
Payment Code	For recurring payments, assign a unique payment code for future reference in queries and for easy duplication.
Receipt Date	Enter the date of the receipts that are to be linked to the deposit.

Total Receipts	Reflects the actual amount of the queried receipts.
Included Receipts	Reflects the total amount of the receipts linked to the deposit.
Continue entering payments	To enter multiple deposits at one time, make sure the Continue entering Payments box is checked. After entering the last deposit, click on the box and remove the check. Returned to the main menu instead of the payment entry screen.

Deposit entries do not prompt for a journal entry if **Utilities|Setup|Global Defaults|Journal Entry Prompting** is set to Recommended or Recommended Always.

Receipts can be linked to a deposit entry. Query for receipts by entering a specific date rate and clicking *Query.* Click *Toggle Included* receipts to be included for a specific deposit and when included, these are linked to the deposit entry created. (The *Include in Deposit* column indicates what has been included.) To include all receipts at one time, click *Include All.* To invert any receipts selected or not selected, click *Invert All.* To make any changes to receipts that are linked to the deposit, use *Edit Receipt.*



WARNING: A deposit that links receipts for more than one day, will make the GL Reconciliation report reflect that receipts and deposits for each day are different. This may cause the check register to be out of balance with the Trial Balance at month's end.

A *deposit slip* can also be printed from the new deposit screen, if receipts are linked to the deposit. The *deposit slip* printed contains the bank name, the routing number, followed by the account number. (The *Name on Check* also prints on the Deposit Slip as the Payor, if present.) The totals for cash and checks are displayed at the bottom of the report with the deposit total. Most banks will accept this *deposit slip report* along with a copy of the normal bank deposit slip, with only totals for cash, checks and total deposit completed. Since the TBO *deposit slip* does not have the routing/account numbers in the magnetic ink

required for bank scanners, the original slip still is required. Save considerable time by entering receipts into TBO before making bank deposits.

Notice the *Columns*, *Sort By* and *Refresh* buttons. The Columns button is used to select which columns of data is displayed in the results screen. Click *Columns* and choose the columns to be displayed in the results screen by highlighting the column in the *Available Fields* and clicking the right arrow to move it over to *Displayed Fields*. Using the red up and down arrows, put the column in the order to appear. Click *OK.* Go out to the results screen and size the columns as desired, go back into *Columns* and click *Save Settings* and *OK* to save. Next click *Sort* to get up to 3 sorts in ascending or descending order of selected columns and click *Save Settings*. **Note:** There is a *Name On Check* field under *Columns*. If a *Name on Check* is present on a payment it will be displayed in the column on the Receipts List portion of the Deposit Screen.

Withdrawals

To enter a Withdrawal, select **Payments|Withdrawal** and the system prompts for:

Bank Withdrawal

Payment Type	Select Withdrawal.
Payment Date	The date of the Withdrawal.
Branch	If on multi-branch version enter a branch number from the drop-down menu
Remarks	Remarks allow alphanumeric free-flow characters and are used for reference.
Bank Acct No	Select the bank account to be affected.
Amount	The amount of the withdrawal.
Payment Group	For group payments, choose from the drop-down menu the group name assigned for future reference in queries and for easy duplication. To create a group, click on the *Payment Group* raised button.
Payment Code	For recurring payments, assign a unique payment code for future reference in Query and for easy duplication.
Continue entering payments	To enter multiple withdrawals at one time, make sure the Continue entering Payments box is checked. When finished entering the last withdrawal, click on the box and remove the check to return to the main menu instead of the payment entry screen.

Any time the bank balance is reduced and no check was written, account for that transaction as a withdrawal or EFT.

10. *Trams Back Office* prompts for a journal entry upon completion of a withdrawal entry. This should always be entered if using the general ledger

Bank Transfers

To accommodate the transfer of money between bank accounts, there is a Transfer option in the main Payments menu. This creates a *Payment Mad*e and a *Payment Received* and creates the journal entries automatically.

1. Before starting a bank transfer, set up a new general ledger account in the asset series (1000 accounts), and call it *Bank Transfers*.

2. Then set up an *Other* profile called *Bank Transfer*. The profile screen has a Default G/L Account field under

the General Info tab. Enter new Bank Transfers account number here.

3. Once this is set up, begin recording the transfer of money between bank accounts. Select the main Payments menu, then *Transfer*.

4. Enter the amount to be transferred, the date of transfer, the bank account number to transfer from, and the bank account number receiving the money.

5. Enter *Bank Transfer* in the profile name to access the new profile just created. Verify the accuracy of each account number, adding any remarks (Payment Group and Remarks appear in the journal entries).

6. Click *OK*. All entries to the general ledger and check register are automatically processed.

Trams Back Office generates a *Payment Made EFT* from the account the money is coming out of, and a *Payment Received EFT* to the account the money is going in, and creates the journal entries for both. Both check registers are updated and the remarks on each payment indicate the transfer. All entries to the general ledger and check register are processed in one step.

Bank Transfer

The agency is transferring $1,000 from the checking account to the savings account. The checking account is Bank Account 1. The savings account is Bank Account 2.

There is a Bank Transfer general ledger account number 1025 and an *Other* profile called *Bank Transfers* with 1025 in the Default G/L Acct field.

Select the main Payments menu, then *Transfer*. Enter $1,000.00 in the amount field, using the current date, then enter "1" in the *From* Bank Account field, and "2" in the *To* Bank Account field. Bank Transfer is entered in the Transfer Profile field, and add the Note *"To cover the ARC/BSP withdrawal"* in the *Remarks* field.

Bank Transfer by Issuing a Check

(An Alternate Method of Transferring)

To record the check being written:

1. Click **Payments|Made**.

2. In the *Amount* field, type in the amount being transferred.

3. In the *Payment Date* field, enter the date of the transfer.

4. The *Bank Acct* field should be the corresponding bank account number. To change the default, type in the new number or click the arrow to the right of the field.

5. *Payment Method* is *Check*.

6. Leave the *Name on Check* field blank.

7. Enter the check number in the *Check/CC No* field.

8. Leave the *Payment Group* field blank.

9. Leave the *Payment Code* field blank.

10. In the *Remark* field, type "*Bank Transfer*."

11. Click the arrow to the right of the *Profile Type* field and change Profile Type to O*ther*.

12. In the *Name* field, enter the name (or part of the name) on the check.

13. Click *OK* and TBO prompts, *Create a Journal Entry? Yes or No.*

If maintaining the General Ledger in TBO, click *Yes* and journalize to the *Bank Transfer Account* (1000 series).

To record receipt of the check:

1. Click **Payments|Received**.

2. Repeat steps 2 - 13 from above.

3. Next, click **Payments|Deposit**.

4. In the *Amount* field, enter the amount of the transfer.

5. In the *Deposit Date* field, enter the date of the transfer.

6. The *Bank Acct* field should be the corresponding bank account number. To change the default, type in the new number or click the arrow to the right of the field.

7. Leave the *Payment Group* field blank.

8. Leave the *Payment Code* field blank.

9. In the *Remark* field, type in "*Bank Transfer*".

10. Click *OK* to save.

Bank Transfer by Withdrawal

(This is an alternate method of transferring funds between different accounts in the same bank, but using the Payments|Transfer [see above] is recommended since it saves time and effort).

1. Click **Payments|Withdrawal**.

2. In the *Amount* field, type in the amount of the withdrawal.

3. In the *Withdrawal Date* field, type in the date the transfer took place.

4. In the *Bank Acct* field, type in the appropriate bank account number or click the arrow to see the list.

5. Leave the *Payment Group* field blank.

6. Leave the *Payment Code* field blank.

7. In the *Remark* field, type *Bank Transfer*.

8. Click *OK* to process.

9. *Trams Back Office* prompts, "*Create a Journal Entry?"* If maintaining the General Ledger in *Trams Back Office,* click *Yes* and journalize to the *Bank Transfer Account* (1000 series).

10. Click OK to save.

To record receipt of the check:

1. Click **Payments|Received**.

2. In the *Amount* field, type in the amount of the transfer.

3. In the *Payment Date* field, enter the date of the transfer.

4. The *Bank Acct* field should be the corresponding bank account number. To change the default, type in the new number or click the arrow.

5. *Payment Method* is *Cash*.

6. Leave the *Check/CC No* field blank.

7. Leave the *Payment Code* field blank.

8. Leave the *Payment Group* field blank.

9. In the *Remark* field, type in "*Bank Transfer*"

10. Click the arrow and change Profile Type to O*ther*.

11. In the *Name* field, enter the name (or part of the name) of the account from which the money came.

12. Click *OK* and *Trams Back Office* prompts, "*Create a Journal Entry? Yes or No."*

13. If maintaining the General Ledger in *Trams Back Office,* click *Yes* and journalize to the *Bank Transfer Account* (1000 series).

14. Next, click **Payments|Deposit**.

15. In the *Amount* field, enter the amount of the transfer.

16. In the *Deposit Date* field, enter the date of the transfer.

17. The *Bank Acct* field should be the corresponding bank account number. To change the default, type in the new number or click the arrow.

18. Leave the *Payment Group* field blank.

19. Leave the *Payment Code* field blank.

20. In the *Remark* field, type in "*Bank Transfer*".

21. Click *OK* to save.

Bank Reconciliation

To use the Bank Reconciliation, the Check Register Core Report and Bank Reconciliation feature need to be setup (please see chapter entitled, *Setting Up Trams Back Office).* Bank Reconciliation is a tool to help reconcile the monthly bank statement.

1. Click **Payments|Reconciliation|Bank Reconciliation**.

2. In the *Bank Acct* field, enter the appropriate bank account number (1, 2, 3, etc.). To change the default, type in the new number, or click the arrow to the right of the field to see the list.

3. In the *Clearing Date* field, type in a date range *From* and *To*.

4. In the *Stmt Ending Balance* field, type in the ending balance on the bank statement and click *OK* to process.

5. Verify that the Beginning Balance on the Bank Statement and the Beginning Balance on the *Trams Back*

Office screen match. If the balances are different, go to the previous month and correct.

Note: It may be necessary to keep going back, month by month to find a month in balance — and begin there.

Apply is always active on the Bank Reconciliation screen so the user can save any cleared or uncleared items without closing the Bank Reconciliation window. *Refresh* presents any changes or additions made when outside the Bank Reconciliation window (but while it was still open). *New* allows entering new transactions that automatically appear on the Bank Reconciliation Screen without clicking *Refresh*. On the bank reconciliation screen, use <Shift> left-mouse click for selecting a range of items for closing, deleting etc. Using <Ctrl> left-mouse click allows for selection of multiple individual items in any order for closing, deleting etc.

Trams Back Office displays a list of items (deposits, withdrawals & checks) that have never been marked cleared. If there is heavier concentration of bank transactions toward the end of the month, leave the status to *Not Cleared*, to not have to change as many transactions to mark them cleared. If there is an even flow of checks, withdrawals, and deposits during the month, change the status to *cleared* by clicking on *Clear All*. In this case, only a few transactions need to be changed.

6. Next, match the items on the screen against the bank statement. Highlight any item appearing on the screen that **is not** on the bank statement, and click the *Toggle* button (or use <ALT T>) or double-click on the entry to revise the status. Also use the space bar to clear or unclear multiple items.

7. If there is an item on the bank statement that is not on the screen, add it by clicking *New*.

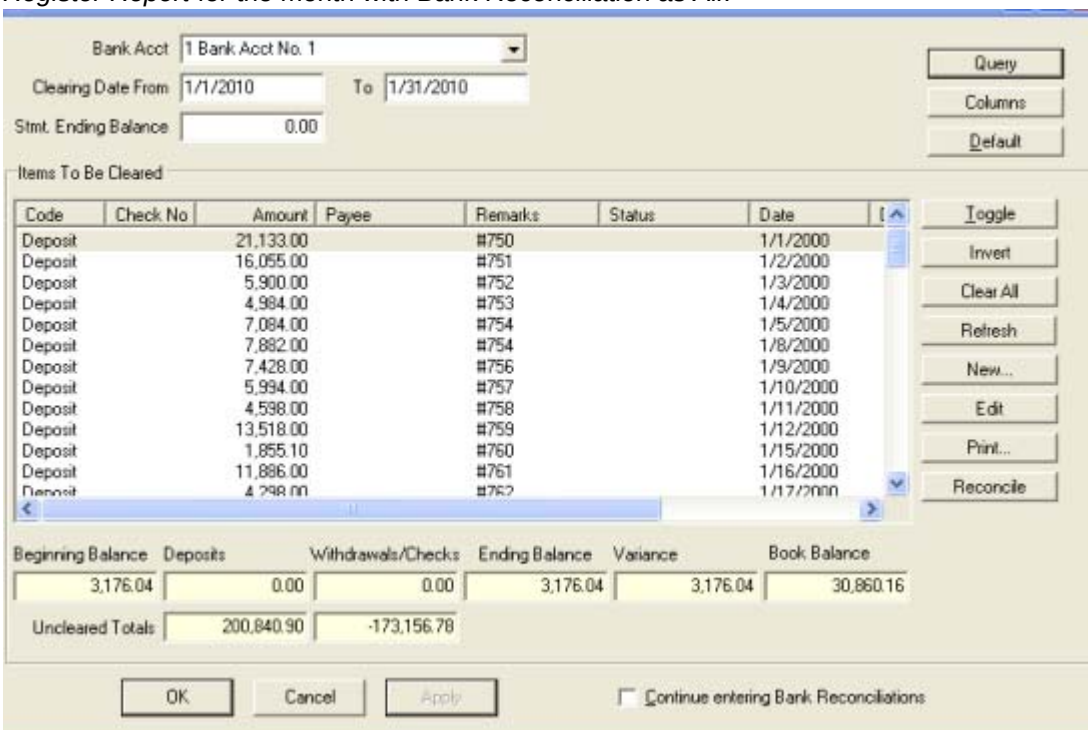
8. *Trams Back Office* gives the option of adding a new Deposit, EFT Received, Withdrawal, or Check. Click one, then OK and enter the item. Once complete, click OK again to return to the Bank Reconciliation screen.

9. Once all the appropriate items have been "uncleared," verify that the total Deposits and Withdrawals/Checks match the Bank Statement. The Ending Balance on the *Trams Back Office* screen should now match the Ending Balance on the Bank Statement. To print the Bank Reconciliation Report, click the *Print* button to display the report on the screen. Then click on the printer icon to print to the printer. When the report is in balance, click the OK button to save.

10. *Trams Back Office* prompts, *"(xxx) Payment(s) Will Be Marked Cleared and (xxx) Payment(s) Will Be Marked Uncleared. Continue? Yes or No."* Click *YES*.

11. Print a Report./Core/Check Register with Bank Reconciliation as NOT *Cleared*, along with a *Check*

Register Report for the month with Bank Reconciliation as *All*.



Notes: Clear or unclear items by using the space bar. This works well with clearing multiple, consecutive items. Also, column headings in the Bank Reconciliation can be sorted by clicking on them. Select the columns to display in the reconciliation screen by clicking *Columns,* choosing the columns in the desired by using the up and down arrows, adjust column widths and return to columns to *Save Settings.*

The Bank Reconciliation now includes un-cleared checks, deposits, withdrawals, and the book balance (check register balance less total of un-cleared items).

Also, changes to the Bank Reconciliation can be "Applied" to save an incomplete reconciliation. Re-enter the Bank Reconciliation for the same Clearing Date. A prompt **warns** of cleared items - click OK to continue. All the items previously cleared or left uncleared are displayed as they were saved. Continue the reconciliation routine until completed.

You own a small agency and plan to go on vacation for two weeks. Julie, the manager has access to the checkbook, but only for emergencies. She does a weekly deposit while you are gone, but you paid all the bills before you left. Julie wrote five "emergency" checks in your absence.

When you receive your bank statement and use the Bank Reconciliation routine, you notice 20 out of 25 checks have cleared the bank. Instead of changing the status on all these checks one at a time, you choose *Clear All* and only change the status on the five cleared checks by highlighting each and clicking on *Toggle*.

Making Additional Payment Entries Through Bank Reconciliation

To make additional payment entries, click the *New* button. This launches a Payment screen to enter a new **Check|Deposit|Withdrawal|EFT Transaction**. *Trams Back Office* updates the item list and the balance, and returns to the Bank Reconciliation screen. **Hint:** Make sure the date is correct!

Modifying Payment Entries from Bank Reconciliation

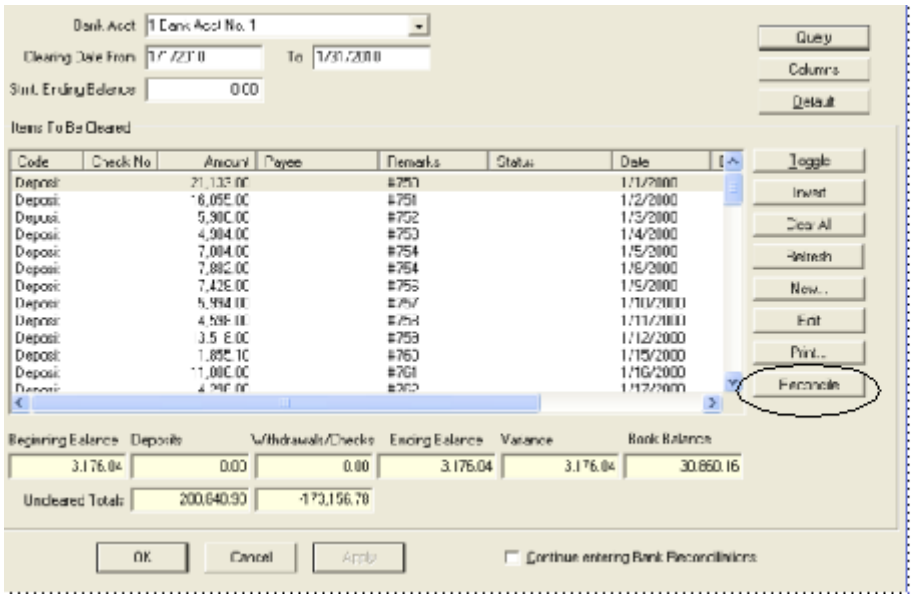
To modify an entry, highlight it and click on *Edit*. Only "Other" payments can be modified as long as this function was enabled in the **Utilities|Setup|Global Defaults Prompt Tab**.

Bank Reconciliation from File

A reconciliation can be aided by using a file downloaded from the bank's web site. (The only bank file formats that can currently be used is the .CSV format which is pretty standard) Both checks and deposits can reconciled. Any transactions where a check number is present is reconciled to, and if not an exact match, an error notation appears under the *Error* column on the screen. Any deposit or non-check transactions that doesn't have identifying numbers attached to them, is matched by the *Amount* and *Date*. The amount must match exactly and the date must be either the same date or one day later. There is no *Error* listed for non-check items that do not match.

1. Set up the bank reconciliation as usual as outlined above and click *Reconcile* on the Bank Rec Screen.

2. On the *Bank Rec From File* screen, browse for the location of the file downloaded from the bank's web site, and click *Next*.



Set up bank rec as usual, and click *Reconcile*. Browse for the CSV file and click *Next* to continue.§

3. Select the File Type from the drop down. Any CSV type file is acceptable.

4. 'Map' fields 1 - 6 to the correct field information as displayed on the query screen below the fields, based on the bank's file.

Example: The Query Screen for a CSV file shows this information:

Field 1 to be the "Date" of the check.

Field 2 to be the "Amount" of the check.

Field 3 to be "Unknown/Not Used"

Field 4 to be the "Check Number" of the check

Field 5 to be the "Remarks" on the check

Field 6 to be blank or "Unknown/Not Used"

Ensure that the correct description for each field appears in the drop down field based on the example

above. Click *Next* to continue.

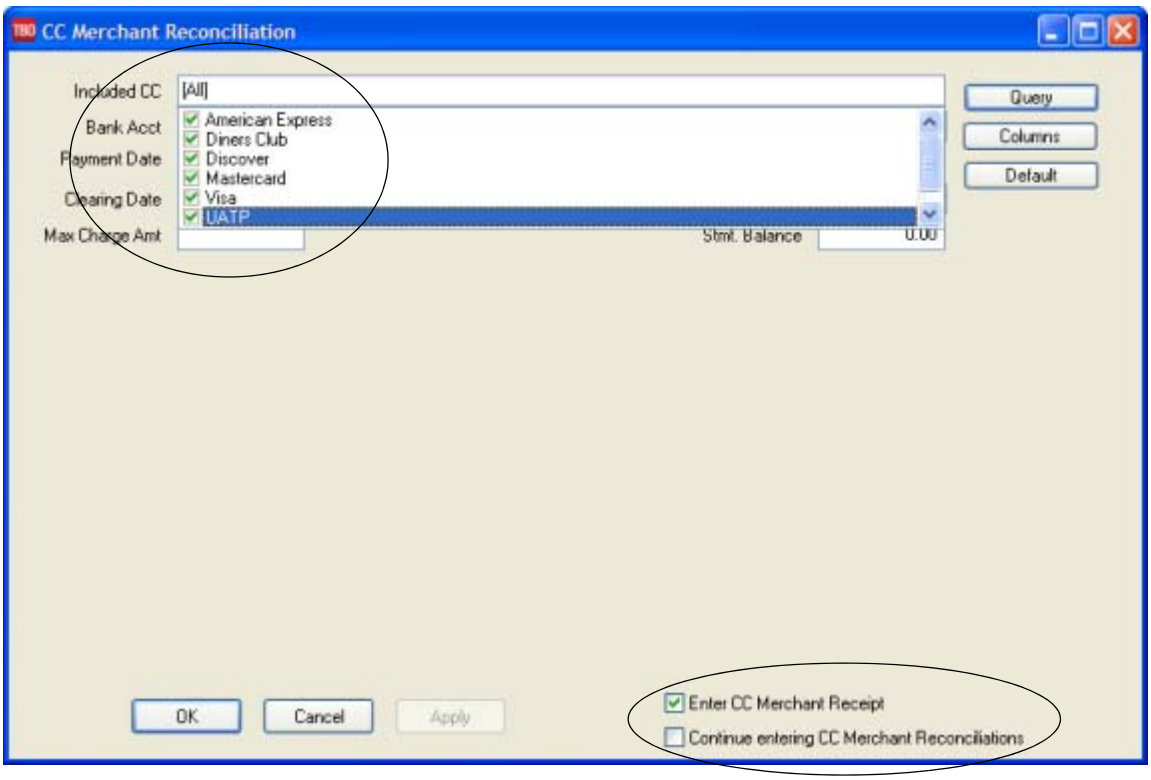
5. All checks and non-check items from the file are displayed on the screen with an indication on whether they *Match* to an existing check or non-check item in TBO, along with the TBO Payment Number. If an exact amount match was not found for a check that shows 'Yes' under the *Matched* column, an *Error* message is displayed, *Amount is Different*.

6. For those checks that have been found to be in TBO and are Matched, or Matched and have an "Error" message, click *Find Payment* to be brought back to that specific payment on the primary Bank Reconciliation Screen, where the payment can be viewed or made corrections to. After a correction is completed, click *Reconcile* again to go directly back to the *Bank Rec From File* screen where the *Refresh* button updates the screen.

7. After correcting any found payments with errors, click *Next*, to return to the standard Bank Reconciliation Screen and all Matched checks and non-check items from the previous screen are as Cleared on the Bank Reconciliation Screen. Complete the rest of the bank reconciliation as normal.

CC Merchant Reconciliation

The CC Merchant Reconciliation function designates items that have cleared the CC Merchant credit card account. Go to **Payments|Reconciliation|CC Merchant Reconciliation**. Before querying the CC Merchant payments, select the included CCs from the drop-down list, the bank account, the clearing date (ending date on the statement received from the credit card company), and the statement's ending balance. Leave CC Processor set to *All*. To make a Payment Received or EFT from this area, click *Enter CC Merchant Receipt*. To continue making another CC Merchant Reconciliation, click *Continue Entering CC Merchant Reconciliations*.



The system lists all items not previously marked *cleared* showing the credit card code, credit card number, date, amount, payee, remark, and status. (Any *Reject Code* or *Message* that is captured in the *Auth Msg* field on the *CC Merchant Reconciliation Screen* is stamped in the *Remarks* field of the payment.)

So any payments that are rejected by the processor will retain the reason the payment was rejected in that payments' 'Remarks' field so action can be taken to correct the problem and then reprocess the payment.

All items entered prior to the clearing date are not marked Cleared automatically. Highlight those items that have cleared the CC Merchant account and click Toggle to change to a cleared status. Click Invert and change the status of all items, or click Clear All.

The CC Merchant Reconciliation screen displays at the bottom, the Total Receipts, Total Disbursements, the Balance and the Variance from Statement. When adding or changing items from Cleared to Not cleared (or vice versa), the Balance updates accordingly. (If there is a heavier concentration of transactions toward the end of the month, leave the Cleared Status to Not Cleared, so there are fewer steps to mark them cleared. If there is an even flow of receipts and disbursements during the month, change the status to Cleared by clicking Clear All. In this case, only a few transactions need to be changed.)

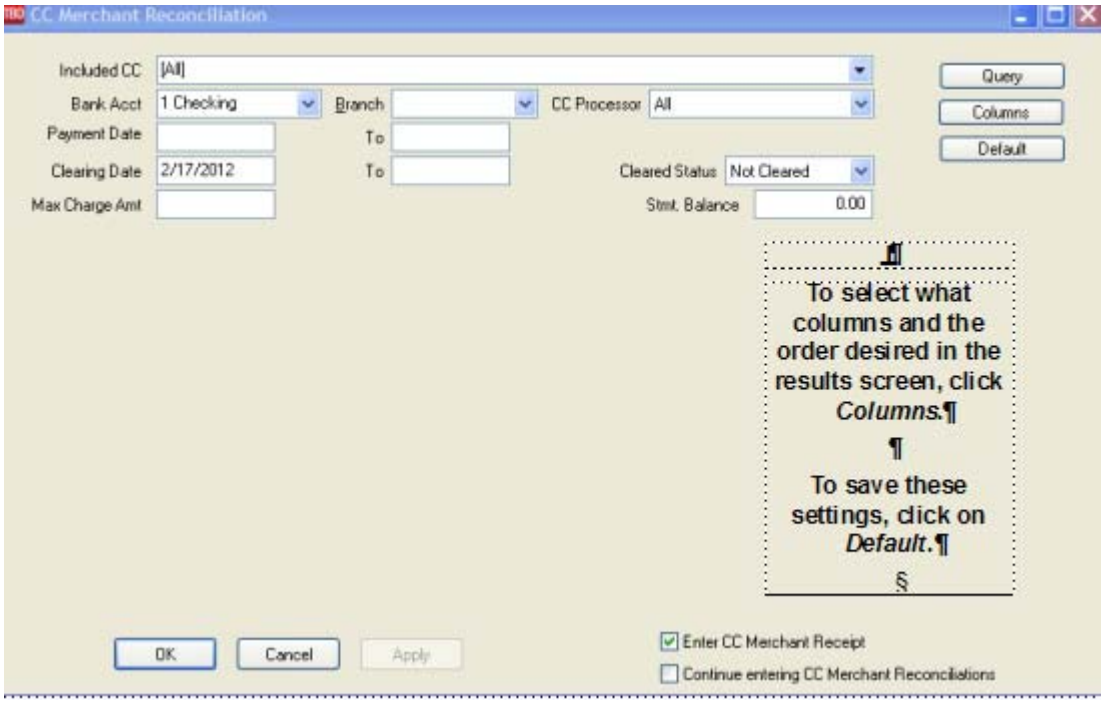
Note: CC Merchant Payments with a completely invalid CC Number (i.e. no digits), are excluded in the CC Merchant Reconciliation screen. The payment screen requires the CC Number field to have at least one digit if the pay method is CC Merchant.

The column headings in the CC Merchant Reconciliation can be sorted by clicking on them. To select desired columns in the results screen and the desired order, click Columns. Also select which card types first appear on the reconciliation screen by setting up the screen and clicking *Default*. Save settings Globally or Per User.

To continue working on the CC Merchant Reconciliation later, click *Apply* to save the items already cleared, Next click *Cancel*. When returning to complete the reconciliation, change the Cleared Status to *All*. To save the finished CC Merchant Reconciliation, choose *OK*. Once the CC Merchant Reconciliation is balanced to the CC Merchant statement, print a CC Merchant Reconciliation Report by clicking on *Print*. Keep this report each month with the CC Merchant statement provided by the credit card for audit trail purposes.

On the CC Merchant Reconciliation Screen, use <Shift> left-mouse click for selecting a range of items for closing, deleting, etc. Using <CTRL> left-mouse click permits selection of multiple individual items in any order for closing, deleting etc.

CC Merchant Reconciliation



An EFT (Electronic Fund Transfer) Payment needs to be entered for the amount the credit card company

deposits and the fees charged to the bank account. This whole process can be automated using the *Trams Back Office* CC Merchant Program with Ticketmaster (no longer taking new customers), Caledon, NTC (National Transactions Corporation), or Pinnacle Payment Solutions. See section below on Automatic CC Merchant Reconciliation, or visit **Sabretravelnetwork.com/trams** and select Products/Services to learn more!

Modifying Payment Entries from CC Merchant Reconciliation

To modify an entry, highlight it and click *Edit*.

Printing the CC Merchant Reconciliation

To print the CC Merchant Reconciliation in its current status, click *Print*, and once the report is displayed, click the printer icon at the top of the screen.

CC Merchant Automated CC Service Fee Processing

Agencies that are processing credit cards with Pinnacle Payment Solutions, Caledon, NTC (National Transactions Corporation), or Ticketmaster (currently not taking on any new customers), can process directly into TBO using these directions. CC Merchant for *Trams Back Office* Automated Service Fee Processing program takes the payments from TBO, double checks them and sends them electronically to Ticketmaster, Pinnacle Payment Solutions, NTC (National Transactions Corporation), or Caledon.

Credit card transactions are then processed and sent back to TBO, where the system clears the payments, and creates the journal entry to record the activity in the General Ledger. Setup needs to be completed before processing the payments. For complete setup instructions, go to the chapter *Utilities* and the section *CC Processors* or, Print out this document.

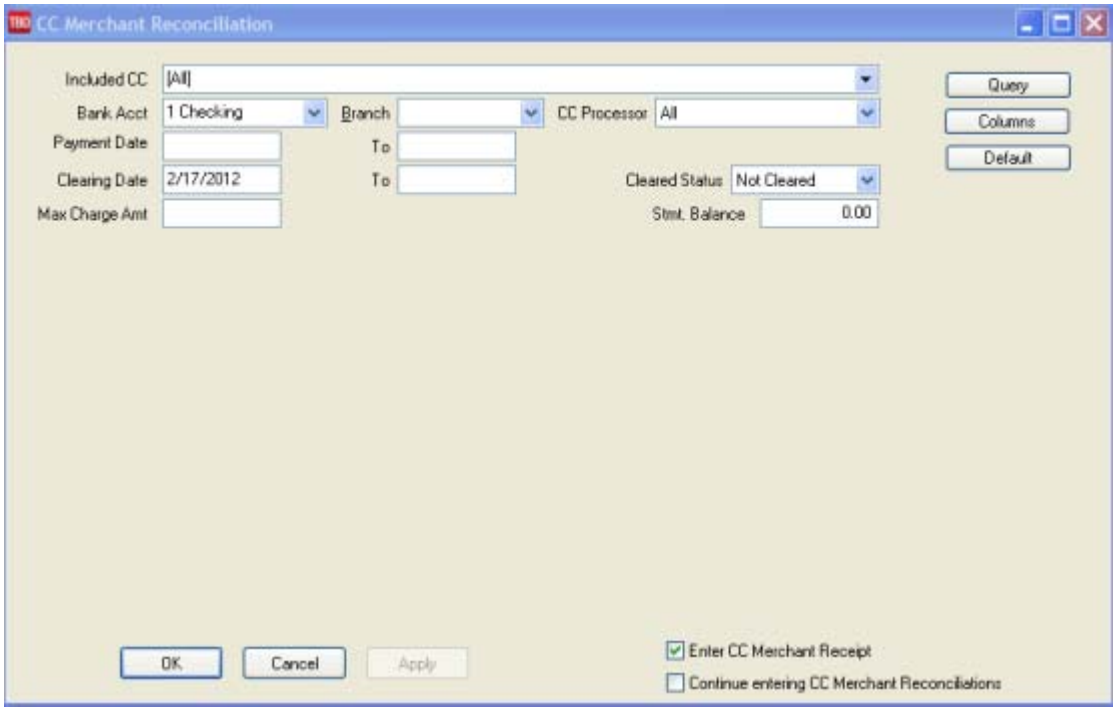
For more information on these processors, go here. Contact info:

****NTC (National Transactions Corporation)**, contact Jerry Miller (jmiller@nationaltransaction.com).

****Pinnacle** including enrollment, click here.

****Caledon** Marcus Dagenais, 647-258-9725 or md@caledoncard.com.

Step 1: Select **Payments| Reconciliation| CC Merchant Reconciliation** and enter the selection criteria.



Bank Acct: Select the bank account number the CC Merchant payments were created under.

Branch: If processing items for a specific branch, select the appropriate branch number. Leave the field blank to process all branches.

Note: Process multiple branches all at once as long as the CC Merchant fee is not being processed by branch (i.e. payments were entered under different management branches, but are all tied together under the same GL branch.) If the CC Merchant fee needs to be expensed by branch then process each branch separately.

CC Processor: Select the credit card processing vendor that is processing the cards.

Clearing Date: The Clearing Date field defaults to the current date. This date is stamped into the CC Merchant payment record once the record is processed. Once a CC Merchant payment has a clearing date, it always shows a cleared status and therefore will not be selected for processing again.

Stmt Balance: Leave this field blank. It is not needed for CC Merchant processing.

Max Charge Amt: To process transactions up to and including a certain amount, enter the amount in this field.

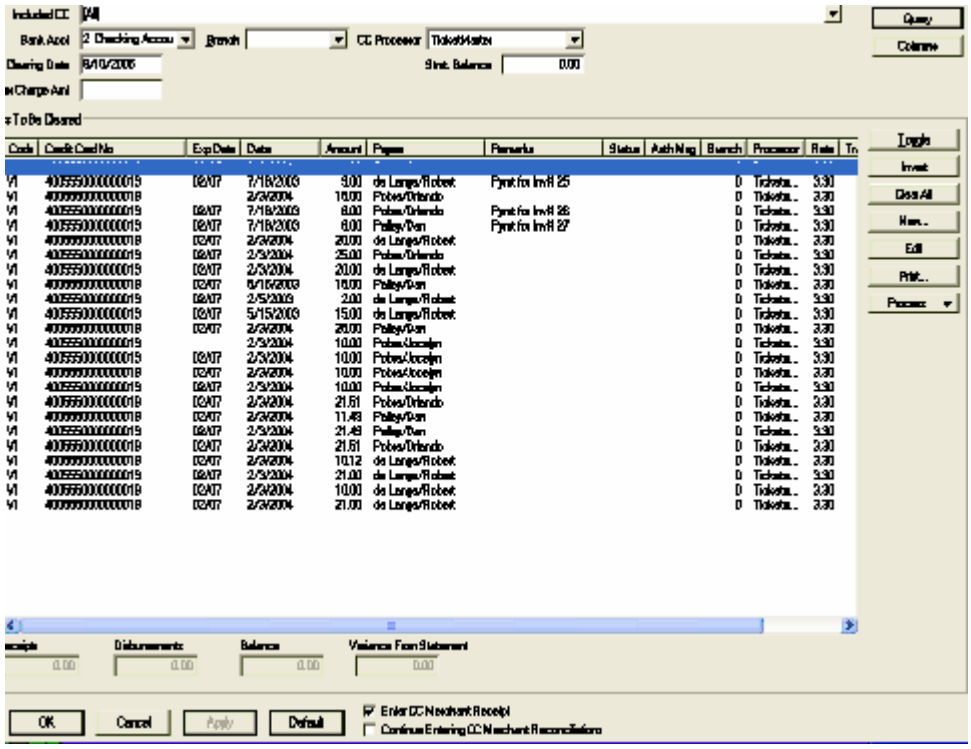
Example: Agency has a certain employee that is responsible for processing service fee transactions only. Service fees for the agency are $20.00. The employee enters $20.00 as the Max Charge Amt so that only transactions of $20.00 or less appear in the query for processing.

After entering the appropriate selection criteria, click *Query*.

Note: UATP cards can be used for Pinnacle Payment Solutions. Add UATP as a new card if processed through Pinnacle, under **Utilities|Setup|CC Processors**. The UATP CC Merchant Payment is created the same as any other CC processed. When going to the CC Merchant Reconciliation Screen, select only UATP as the *Included Card* and process those transactions, but the processor selected must be *Pinnacle*. Both charges and refunds may be processed.

Note: NTC CC Merchant Processing now allows users to send multiple batches within the same day without being rejected as duplicate submissions.

Step 2: Trams displays the query results for the CC Merchant transactions that will be submitted for processing.



Step 3: Click *Process*. Select the option *All Items* if processing everything in the query. Select the option *Selected Items* if processing certain transactions only. Once a selection is chosen, the CC Merchant transactions are sent to the credit card processing vendor via the internet connection.

Note: If processing *Selected Items*, highlight those transactions prior to clicking *Process*. Select multiple transactions by holding the Ctrl button and doing a right-mouse click.

Step 4: Trams displays a status message box on the CC Merchant reconciliation screen that gives the user feedback about the charges currently being processed.

Step 5: Once all cards are sent to the credit card processor, the status message box clears the screen. Each record processed shows as "Charged" in the column labeled "Status". Also, an authorization code, a decline code, or an error code appears in the column labeled "Auth Msg". If the record is approved, *Trams Back Office* updates the payment record with a "Date Cleared" of the date the transaction was processed. Once the "Date Cleared" is entered, those records will not be processed again. Records that are declined or are in error are not marked cleared. The "Date Cleared" field for those payment records is left blank. The decline code or error code, however, is appended to the remarks field of the payment record for future reference.

If the processor is Ticketmaster, updated descriptions for the decline codes and error codes are available on their web site at: https://www.iats.ticketmaster.com/english/help/rejects.html.

If the processor is Pinnacle Payment Solutions, please call Merchant Services at 800 228-0210 and ask for customer support for the meaning of the code(s).

Click ***OK*** to continue.

Step 6: Trams prompts, "XX Payment(s) Will Be Marked Cleared and XX Will Be Marked Uncleared. Continue?" Click *Yes*.

Step 7: The payment screen is displayed to create the EFT payment for the amount being deposited into a bank account (card amounts processed less fees).

The payment screen defaults to a *Payment Method* of EFT, *Profile Type* of Other, and *Name* as the name of the credit card processing vendor, based on the profile selected when setting up Utility defaults. Click *OK* to save the payment information. Trams prompts, "Create a journal entry?" Click Yes.

Step 8: Trams defaults the journal entry as follows:

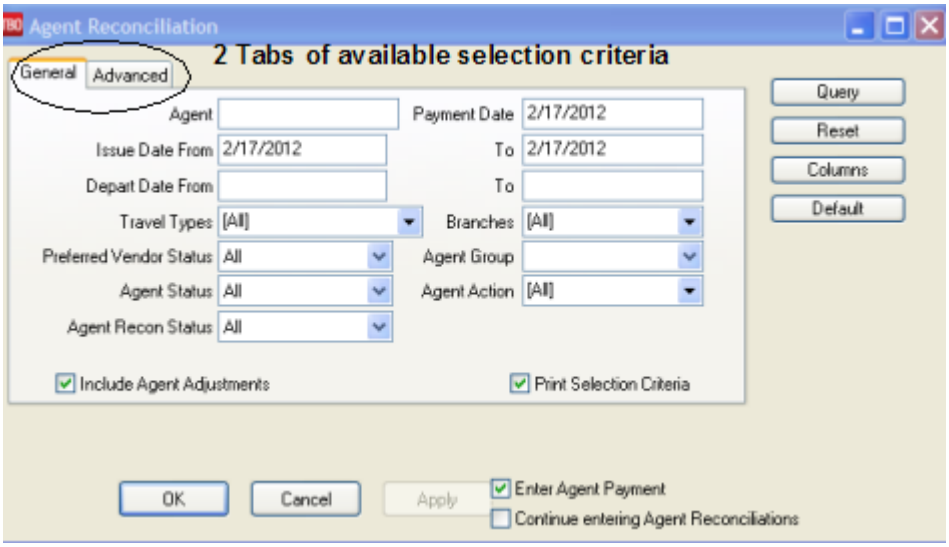
Cash in Bank	**(1000 series)**	**Debit**
CC Merchant Receivable	**(1000 series)**	**Credit**
Credit Card Processing Fees	**(6000 - 9000 series)**	**Debit**
Transaction Fees	**(6000 - 9000 series)**	**Debit**

Click *OK* to save the journal entry.

Agent Reconciliation

The Agent Reconciliation function displays invoices for which agents are being paid and then creates an

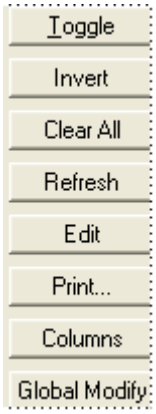
agent payment if desired. Go to **Payments|Reconciliation|Agent Reconciliation** to setup.



Agent Reconciliation Selection Screen - General Tab

Agent	Enter the appropriate Agent Name by entering a few letters and selecting from drop-down menu.
Payment Date	Enter the date the Agent is being paid by clicking on drop-down arrow or entering the date manually.
Issue Date From	Enter the issue From date of the range of invoices for which the agent is being paid. (Use this range to pay agent, or Invoice Depart From/To Date as range.)
To	Enter the issue To date of the range of invoices for which the agent is being paid.
Depart Date From	Enter the depart From date of the range of invoices for which the agent is being paid. (Use this range to pay agent, or Invoice Issue From/To date as range.)
To	Enter the depart To date of the range of invoices for which the agent is being paid.
Travel Types	From the drop-down menu, designate the travel types for the range of invoices for which the agent is being paid.
Branches	Designate branch/es by checking/unchecking branch locations.
Preferred Vendor Status	From drop-down menu, indicate All, Preferred, or Non-Preferred.
Agent Group	Select agent group from drop-down if applicable to create payments for multiple agents when saving the Agent Reconciliation. When *Enter Agent Payment* is checked on the Agent Reconciliation and more than one agent is being reconciled, multiple agent payments, one for each agent reconciled as part of an *Agent Group* can be created. (Host agencies with many IC's agent accounts to reconcile and pay will use this feature. After the auto-completion of multiple payments for the Agent Group being reconciled, the Host user queries for the completed payments for the day to issue the checks for the auto-created multiple payments.)
Agent Status	From drop-down menu, indicate All, Inside, or Outside.
Agent Action	From drop-down menu, select Ticketing or Booking.

Agent Payment Status	From drop-down menu, indicate All, Open, or Closed. **Note:** Agent items that are linked to a payment never appear again on the Agent Reconciliation Screen, since they are already reconciled and can only be unreconciled by voiding the payment. The Agent Payment Status of Closed setting only applies to items that are cleared but not linked to a payment. This aids users in finding reconciliations where a payment was not created, and they now want to complete that payment and have Closed items attached to the payment for future reference.
Include Agent Adjustments	Check here to make Agent Adjustments while in the reconciliation.
Print Selection Criteria	When unchecked, will not print a separate selection criteria page when printing out the agent reconciliation report.



Toggle - Open or close item. Close many items at once by using <Ctrl> Toggle.

Invert - Select one item of a group of items and invert selection.

Clear All - Clears all amounts.

Refresh - Changes can be seen by clicking here.

Edit - Edit the invoice.

Print - Used to print out an agent reconciliation report.

Columns - Used to select which columns of data to display in the results screen. Click *Columns* and choose the columns to display by highlighting the column in the *Available Fields* and clicking on the left arrow to move it over to *Displayed Fields*. Using the red up and down arrows, put the column in the order it will appear on the results screen. Click *Save Settings* and *OK* to save. To save the filters in the query, set up the selection criteria and click *Default.* Save the filters on a *Personal* or *Global* level, so settings are retained. To alter the settings, click *Default*, remove the defaults and re-do.

Available columns are: *Issue Date, Invoice No, Branch, Ticket/Confirm No, Passenger Name, Client Name, Vendor Name, Total Fare, Commission, Agent Commission, I/O, Remarks, Status, Depart Date, Agent Name, RecNo, Travel Type. (*A user running a query for an agent for all travel types and then sorting by Travel Type can easily use *Global Modify* to adjust commission rates & amounts for a specific travel type.)

Global Modify - Globally modify an agent's Commission Rate Percentage % or amount to all bookings or bookings selected by travel type in the query screen, for a specific agent. This globally applied percentage can be used by agencies that are wanting to pay agents a base salary plus a commission bonus based on exceeding an identified commission 'threshold'. The *Total Commission* field should be used as an aid to easily see whether an agent has exceeded the threshold and then calculate the percentage to be used for the Global Modify of the agent commission rate, without running an additional report.

Example: Agent salary $1500.00 per month - Commission Revenue Threshold - 5000.00/month

Any Commission Revenue exceeding 5000.00/month is paid to the agent at 30% of the excess. Agent books 6000.00 of commission revenue exceeding the threshold by 1000.00 or 300.00 extra compensation to the agent.

Agent Total Compensation for the month = 1800.00 (1500.00 + 300.00)

Calculation of percentage to apply to all this agents bookings across the board for the month:

300.00 / 6000.00 = .05% (.05% X 6000.00 = 300.00 of extra commission revenue from all bookings during the month to be added to the base salary of 1500.00)

The Global Modify feature for agent commission percentage % would be 5% applied to all the booked commissions for the agent for the month and display as 5.00% in the 'Rate' Field for the agent on the Agent Tab of the Booking Screen.

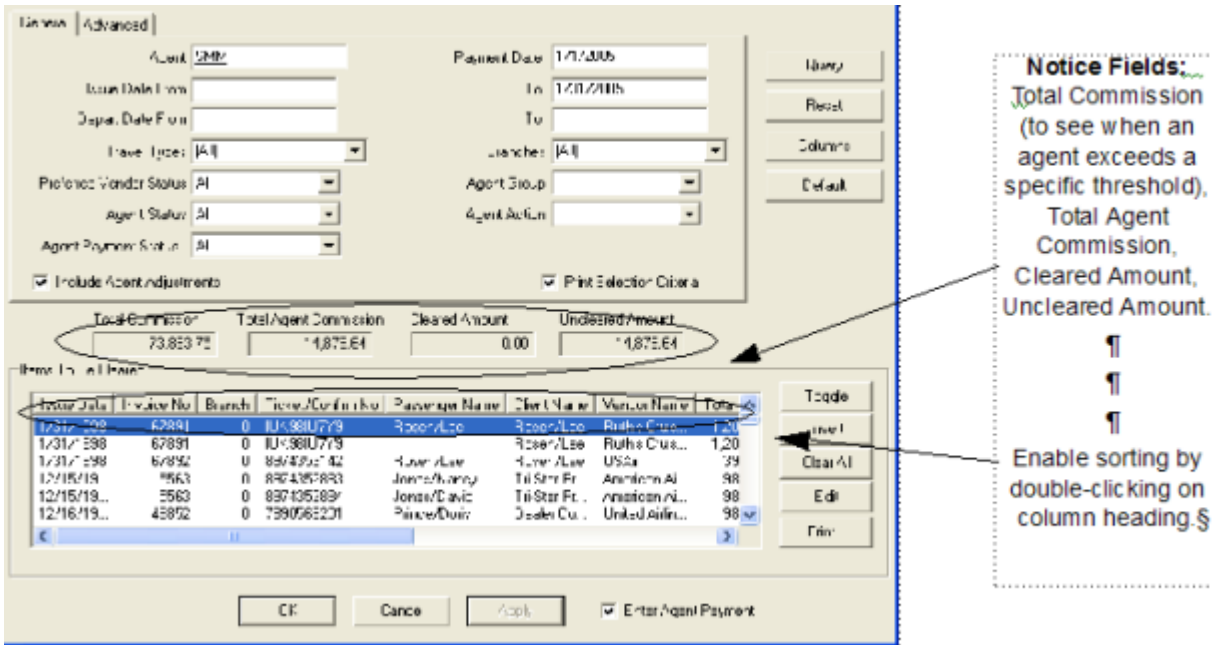
Note: Agent Payments are linked to the Cleared Agent Bookings when using the Agent Reconciliation. If a query for the payment made to the agent is performed on the Payment Query Screen, right-click to *Query All Invoices*, the invoices cleared and paid to the agent when using the Agent Reconciliation, are displayed. A *View Pymt* button has also been added to the *Agent Tab* of the Booking Screen that also links to the Agent Payment.

The Advanced Tab contains the same selection criteria we use to set up our Agent Statement. Recommended settings are listed below:

Agent Reconciliation Selection Screen - Advanced Tab

ARC Non CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Client Pymt Date.)
ARC CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Issue Date or Vendor Pymt Date.)
ARC Debit/Credit Memos	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Issue Date.)
Supplier Non CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Client Pymt Date.)
Supplier CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Vendor Pymt Date.)
Comm Track	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Vendor Pymt Date.)
ARC Client Status	From drop-down menu, indicate All, Open, or Closed.
ARC Vendor Status	From drop-down menu, indicate All, Open, or Closed.
Supplier Client Status	From drop-down menu, indicate All, Open, or Closed.
Supplier Vendor Status	From drop-down menu, indicate All, Open, or Closed.
Comm Track Vendor Status	From drop-down menu, indicate All, Open, or Closed.
Enter Agent Payment	To issue a check for this agent, check here.

After entering selection criteria on the General and/or Advanced Tabs, click *Query.* Toggle for individual items in results screen to pay the agent for, or *Clear All.* This reconciliation ensures an agent is not paid again for the same transactions, as it marks the booking paid with a *Date Paid* inside the agent tab. The total amount open for the agent selected is displayed in the Total Commission Amount field, the amount cleared is displayed in the Cleared Amount field, and the amount not yet cleared is displayed in the Uncleared Amount field. As items are added or changed from “cleared” to “not cleared” (or vice versa), the cleared balance updates accordingly.



Quick tips: Use <Shift> and left-mouse click to select a range of items for closing, or deleting, etc. Use <CTRL> left-mouse click to select multiple individual items in any order for closing, deleting, etc. If the reconciliation has not been completed, use *Apply* to save the items marked *Cleared*. Items marked *Cleared* are redisplayed when next entering *Agent Reconciliation*. Items stamped *Paid* are *not* redisplayed. Once all desired items are marked cleared, click *OK* to save.

If the *Enter Agent Payment* box is checked, a Payment Made screen is displayed to enter a payment to the agent just reconciled. To keep *Cleared* items from re-appearing on the screen after saving an Agent Reconciliation, enter a payment to the agent through the Agent Reconciliation Screen. Entering the payment to the agent through the **Payments|Made** screen does not remove *Cleared* items from the Reconciliation screen.

Modifying Entries from Agent Reconciliation Screen

To modify an entry, highlight it and click *Edit*.

Printing the Agent Reconciliation

To print the Agent Reconciliation in its current status, click *Print*, or once the report is displayed, click the printer icon at the top of the screen. Once the Agent Reconciliation is complete, click *OK* to enter the Payment Made feature and issue a check: To view Cleared Agent Invoices that an agent has been paid for using the Agent Reconciliation routine, go to **Reports|Agents|Statement**. Change the "Agent Payment Status" to Closed to view all invoiced cleared and paid for the period specified.

Go to the *Agents Tab* on the invoice booking screen to view a selected invoice and note the date the agent was paid under the *Date Paid* field. The Agent Reconciliation routine automatically stamps this with the date paid.

Bank Charges

To account for Bank service fees, charges, etc., create an EFT payment.

Note: Bank charges can also be entered by using **Payment|Withdrawal** (see *Bank Transfer by Withdrawal)* section above.

1. Click **Payment|Made**.
2. In the *Amount* field, type in the amount of the bank fee.
3. In the *Payment Date* field, enter the date of the bank charge.
4. In the *Branch* field, enter a branch or click the down arrow to select a branch.
5. In the *Bank Acct* field, enter the appropriate bank account number (1, 2, 3, etc.), or click the arrow to select from the list.
6. Enter free flow information in the *Remark field*. (e.g. bank charge, etc.)
7. *Payment Method* is EFT.
8. Leave the *Name on Check* field blank.
9. Leave the *Check/CC* No field blank.
10. Leave the *Payment Group* field blank.
11. Leave the *Payment Code* field blank (see Payment Code in this chapter).
12. Click the arrow to the right of the *Profile Type* field and change Profile Type to Other.

13. In the *Name* field, enter the name (or part of the name) on the check.

14. Click *OK* and *Trams Back Office* prompts, "*Create A Journal Entry? Yes or No*." If the General Ledger is NOT being maintained, click *NO*. If the General Ledger is being maintained, click *YES*.

15. *Trams Back Office* displays one-half of the journal entry, *Cash in Bank*. Enter the appropriate offsetting General Ledger account. (i.e. *Bank Fees.*) Click the *Add* button.

16. Click *OK* to save.

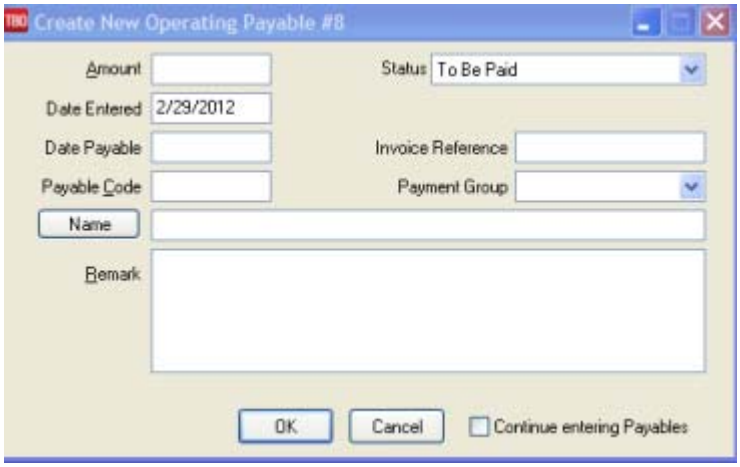
Create Payables

By setting up payables, this creates accrued liabilities. This means expensing the item when it is received, rather than when it is paid. If there is not an Operating Payables account set up in the general ledger, add one by going to the main General Ledger Menu, then to *Accounts*.

1. Add a new account, using a number in the 2000 series. Call this account *Operating Payables*.

2. Next, go to **Utilities|Setup|GL Accounts** and click on the *Others* tab. Enter the same account number in the *Operating Payables* field.

3. Operating payables can be set up in *Trams Back Office* under the main Payments menu, in the *Create Payable* menu option.



Enter the amount of the payable and click on *Status*. The status can be changed by clicking on the down arrow to toggle between *To Be Paid* and *Recurring*. For a non-recurring payment, select *To Be Paid. Date Entered* field defaults to current date, and enter the date payable. The *Invoice Reference* field can capture the Invoice Number or Statement Number of the bills being paid. Trams prompts if a duplicate invoice or statement number exists for the same profile, but will let it save to be saved any way. This will alert to possible double payments for the same invoice or statement

Note: Create a Negative Operating Payable if the agency is paying more to the account than the actual invoice requires.

4. Enter the name, or create the new *Other* profile.

5. There is a prompt to *Create Journal Entry*. Click on *Yes* and *Trams Back Office* credits the Operating Expense Payable automatically. Add the debit to the correct expense account.

6. Click on *OK* to save the payable.

When the payable is created, the following Journal Entry is automatically generated expensing the transaction.

Acct	Acct name	Debit	Credit
6xxx	Expense Account	124.51	
2xxx	Operating Payables		124.51

A second journal entry is created when the check is issued. (Please note when issuing a payable check for an Operating Payable, the *Amount, Profile Type, Profile Name, and Payment Type* fields are disabled and

cannot be changed.)

Acct	Acct name	Debit	Credit
2xxx	Operating Payables	124.51	
1000	Cash in Bank		124.51

This journal entry clears the operating payable account, reducing the cash in bank account.

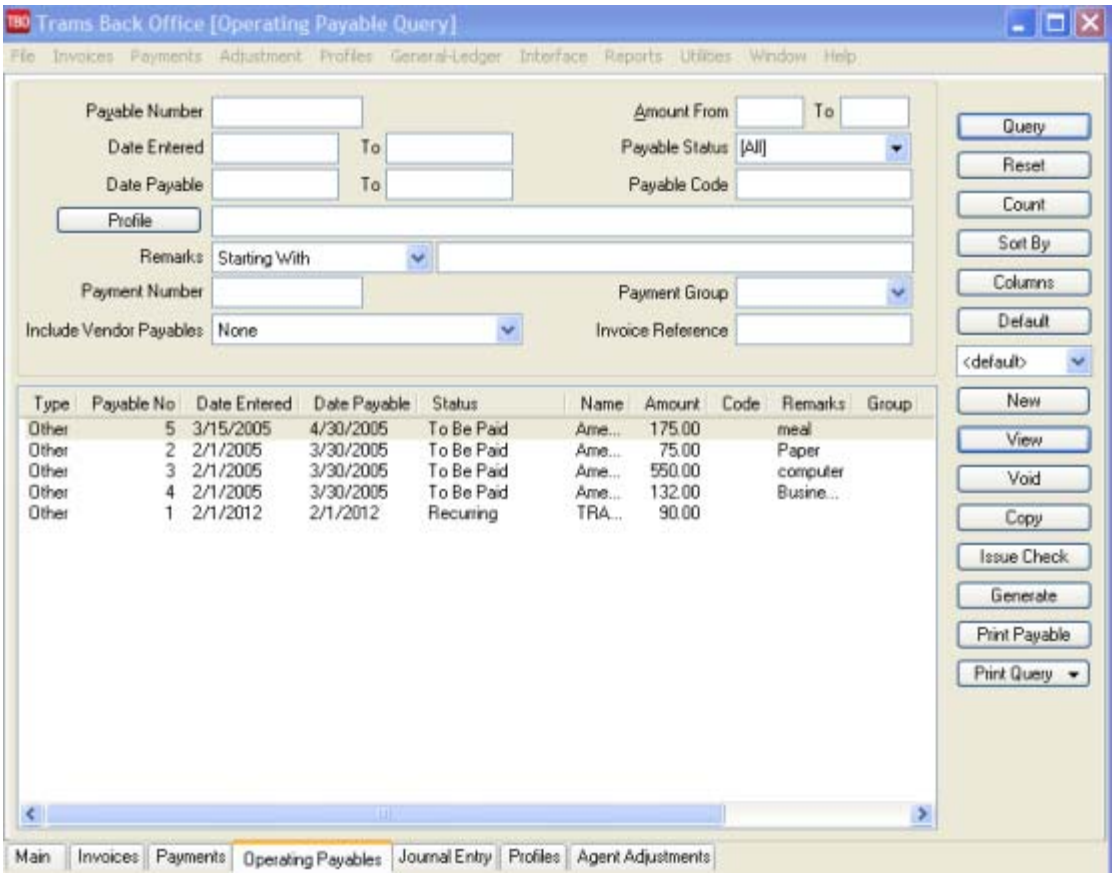
You receive the phone bill from MCI on October 17th for $124.51. The payable date is November 30.

You set up this Payable with a Payable Date of 11/30/xx, an amount of $124.51, and a profile name of MCI. You enter your MCI account number in the remarks field.

The journal entry for this transaction looks like this:

Operating Payables Query

With *Query,* retrieve an existing (or a previously entered) Operating Payable. Access the Operating Query screen in 2 ways: Click the *Operating Payables* tab at bottom of the main TBO screen, or click



Payment|Query|Operating Payables. The query screen is broken into two sections. The top section is used to enter the data for the query and the bottom section displays the results of the query.

The fields displayed in the top section show how an Operating Payable can be found. Each of these fields are fields within the Operating Payable and can be used to locate that Operating Payable again. As few as none and as many as all can be completed to retrieve an Operating Payable.

Buttons on the right side of the screen are also broken into two sections. *Query, Reset, Count, Sort by, Columns* and *Default* are buttons related to the query. Use *Reset* to clear away any previous query criteria. *Count* is used to give the number of items that match the query criteria. *Sort By* customizes how the query screen displays the results once the query is executed.

Columns is used to select which columns of data to be display in the results screen. Click *Columns* and choose the columns to display by highlighting the column in the *Available Fields* and clicking on the left arrow to move it over to *Displayed Fields*.

Using the red up and down arrows, put the column in the order to appear on the results screen. Click *OK.* Go out to the results screen and size the columns, and then back into *Columns* and click *Save Settings* and *OK*. Click *Sort* to get up to 3 sorts in ascending or descending order of selected columns, and click *Save Settings*.

Also drag and drop the columns to re-position them on the results screen if desired. Do this by clicking on the column to move, holding down the left mouse button, and sliding the column to any position on the query screen.

To place a column to the right or left of any existing column, stop on the column to the right or left, drag and release the mouse. The moved column is inserted in the correct place. Click *Columns, Save Settings,* and *OK*.

Default saves the filters in the query. Follow these directions to create a new Saved Query:

1. Change the selection criteria on the results screen for the new query to save.

2. Click *Default*.

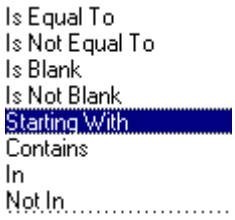
3. Type in the new query name in the *Setting Name* field.

4. If this saved query is the default, at the top of the drop-down window, check *Set As Default*.

5. Select *Per User* (on this one workstation only) or Global (on everyone's sets).

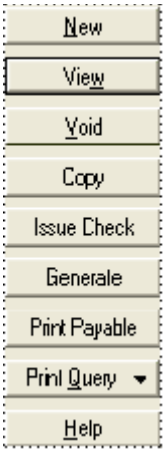
6. Click *OK* to save.

To remove a saved query from the list, check the *Remove the Current Named Setting* box, click *OK* and the saved query is no longer available for use in the drop down field.



To the right of the Remarks field is a separate field with selection options or operators, *Is Equal To, Is Not Equal To, Is Blank, Is Not Blank, Starting With, Contains, In, and Not In*. These operators help to more narrowly define the search. (When doing searches on fields containing "wildcard" search criteria using the selections of "IN" and "NOT IN," look for the field to contain the complete string entered between the delimiters or the exact match).

If the remarks field contains the word ONE, and a search is initiated for IN ONE,TWO,THREE then there should be a result. If a search is initiated for NOT IN ONE,TWO,THREE then there should be no results. Basically using IN "ONE,TWO,THREE" is like doing: (IS EQUAL TO "ONE") OR (IS EQUAL TO "TWO") OR (IS EQUAL TO "THREE"). Using NOT IN "ONE,TWO,THREE" is like doing: (IS NOT EQUAL TO "ONE") AND (IS NOT EQUAL TO "TWO") AND (IS NOT EQUAL TO "THREE").



The second section includes *New* to create a new payable; *View* to open an existing payable entry; *Void* to delete a payable; and *Copy* to clone a payable so the basic information doesn't have to be re-entered, but the dates, etc. of the payable can be changed. *Issue Check* launches a Payment Made screen to create the payment for an payable *To Be Paid*. Only one entry can be selected at a time to *Issue Check*.

To generate a payable from a recurring payable, change the *Payable Status* to *Recurring* and click *Generate.* By changing the *Payable Status* to *To Be Paid*, these recurring payables are ready to *Print Check.* To print a hard copy of the highlighted payable, click *Print Payable.* (To print more than one entry, hold down the CTRL key and select those entries to include). To print the entire contents of the results screen, or selected entries (using CTRL key), click *Print Query*. *Help* accesses the on-line help files.

Note: By right-mouse clicking in the results screen, create a *New* operating payable, *View, View Payment* (without leaving the operating payment screen)*, Query Payment* (without leaving the operating payment query screen).

Right-Mouse Click Menu in Payables Query

New - create a new payable.

View the payable.

View Payments related to this payable.

Query Payments related to this payable.

Sorting Payment Data

Sort data in all query screens in two ways:

1. "Quick" sort by one field by clicking on a column in the results screen. The first click sorts the column in ascending order (first to last or earlier date to more current date), and clicking on the same column a second time sorts in descending order (last to first or current date to earlier date).

2. Sort in Ascending or Descending order by up to 3 columns. When clicking *Sort By*, select the first, second or third column sort and what order (ascending or descending) to display. Enter the selection criteria and click *Save Settings* and *OK*.

Recurring Payables

Recurring is used for payments made on a consistent time increment for the same payment amount. The *Date Entered* field and the *Date Payable* field must be entered as formulas rather than dates.

Note: ***Pay special attention to that little "=" sign. You can't get the right date without it!*** If the Date Entered is the formula ***=1,0,0*** this payable appears on the general ledger the first of every month. If the Date Payable formula is ***=10,0,0*** this payable shows in the Issue Payable Checks screen the 10th of every month.

To create the recurring payable toward the end of the month, to be payable after the first of the next month, here's what to do; for example, if the date entered is the 15th of the month, enter ***=15,0,0*** in the *Date Entered field,* and the payment date is the first of the next month, enter ***=1,+1,0*** in the *Date Payable* field.

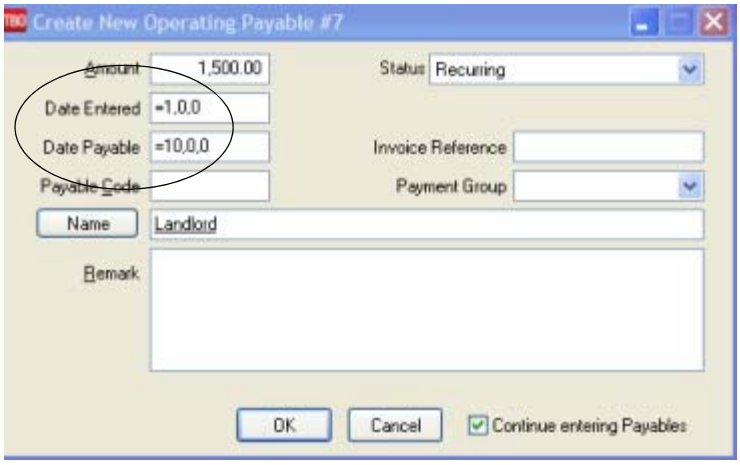
Examples of Date Formulas

=1,0,0	1st day of this month
=31,0,0	Last day of this month

=1,1,0	1st day of this year
=31,12,0	Last day of this year
=+7,0,0	Seven days from now
=Mon	Last Monday (will show today if today is Monday)
=Mon+1	Next Monday
=Mon-1	A week from last Monday
=0,+3,0	Three months from now
=0,-6,0	Six months ago
=0,0,+1	One year from now
=0,0,0	Today

Remarks, Payment codes, and Payment group are optional fields. The *Invoice Reference* field captures the Invoice Number or Statement Number of the bills being paid. Trams prompts if a duplicate invoice or statement number exists for the same profile, but will save it any way. This alerts to possible double payments for the same invoice or statement. Enter the profile name in the Name field. When prompted for a journal entry, select *Yes* to enter the proper expense account.

Operating Payable



Recurring payables need to be generated before issuing the checks. Many agencies like to generate their recurring payables on the first of every month for payment at a later date during that month. To do this:

1. Click on the *Operating Payables* tab at the bottom of the screen (or enter through the **Payments|Query|Operating Payables** menu).

2. Select *Query* and complete as many or as few of the selection criteria fields as desired.

3. Highlight the payable to generate and click on the *Generate* tab.

When it is time to issue the check:

1. Click on the *Operating Payables Query* tab at the bottom of the screen and bring the “to be paid” entries onto the screen.

2. Highlight the entry to pay and click on the *Issue Check* tab. The check now appears on the screen to modify fields such as amount and pay method.

3. When satisfied with the data, click *OK* to launch the check.

Note: If payables are generated for the whole year, a new payable cannot be added without regenerating

(duplicating) the original recurring payables.

ARC/BSP Settlement

Approximately ten days after submitting the ARC/BSP report, ARC/BSP either deposits or withdraws payment to/from the bank account.

1. Click **Payments|ARC or BSP Settlement**. Also access the settlement screen from the payment made/received by selecting ARC/BSP from the *Profile Type* drop down menu.

2. In the *Amount* field, type in the amount received from or paid to ARC/BSP.

3. The *Payment Type* field defaults to: *Made*. If owed money from ARC/BSP, (Credit Card Sales totaled more than the Cash Sales), click the arrow to the right and select *Received.*

4. Click the *Payment Date* and select a date for the *ARC/BSP Settlement Date*. The ARC/BSP Settlement Date is the date the money was deposited or withdrawn from the bank account.

5. If on the Multi-Branch version of Trams, select a branch from the drop down menu.

6. Click on the *Bank Acct* field and enter the appropriate bank account number, or click the arrow to the right to select the number from the list of the bank accounts.

7. In the *Remark* field, clicking inside the Remark box to enter free flow information.

8. The *Payment Method* field defaults to EFT. If payment is made to ARC/BSP or payment is received from ARC/BSP in a different manner, click the arrow and choose the correct payment method.

9. If payment is received or made by check, enter the check number in the *Check/CC No* field.

10. If the ARC/BSP number in the *ARC/BSP Number* Field differs from the default, type in the ARC/BSP number, or click the arrow to the right of the field and select the appropriate one.

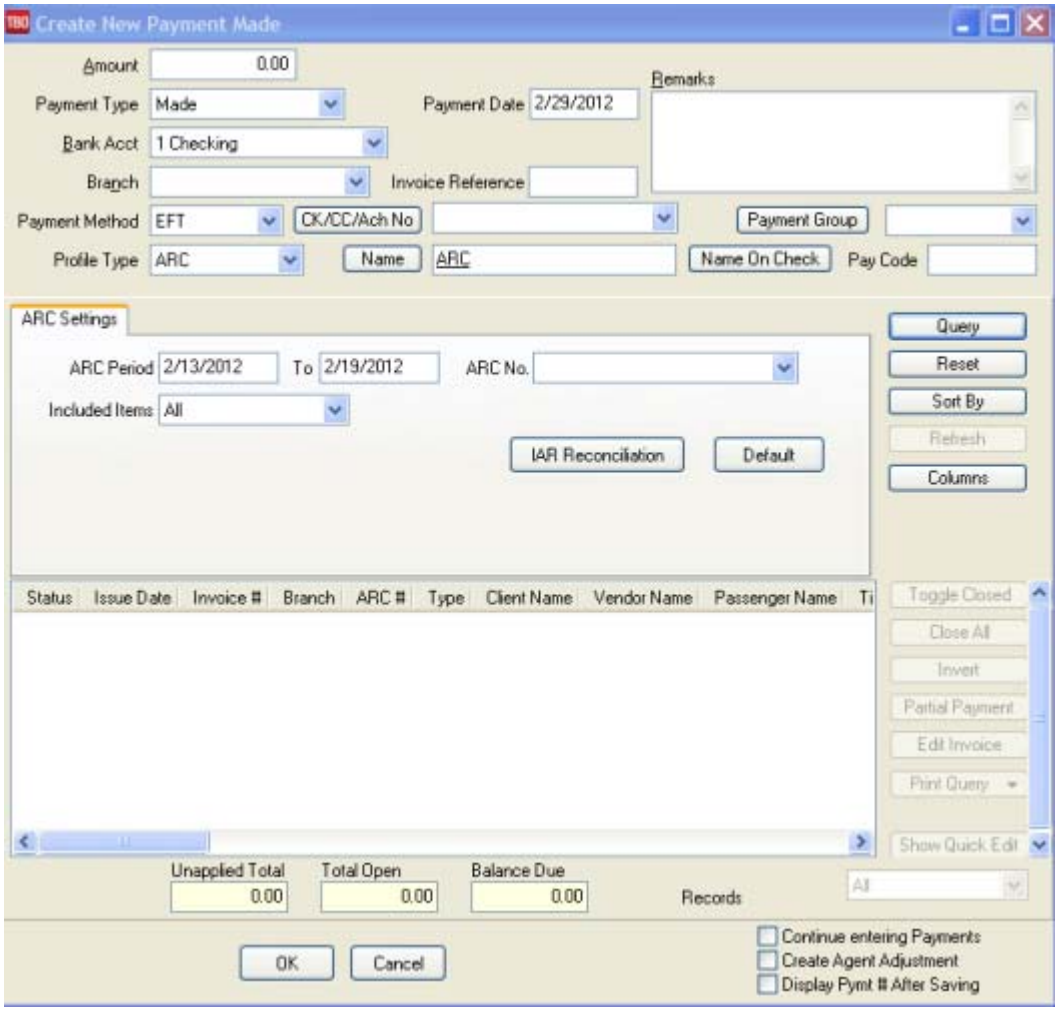
11. If the dates in the *ARC/BSP Period* fields differs from the default, type in the appropriate dates.

12. If an ARC/BSP Settlement, then click the arrow to the right of the *Included Items* field to choose *All*, *Non-IAR Only* or *IAR Only*.

13. In the *ARC/BSP Vendor* field, type in the name of the ARC/BSP profile.

14. Click the *Query* button and *Trams Back Office* displays all unsettled ARC/BSP bookings in ticket number order for that period.

ARC/BSP Settlement



15. Click the *Toggle Closed* button to change the Status of each ticket/booking to *Closed*. When Total Open is 0.00, the ARC/BSP Settlement is balanced. If there is an amount other than 0.00, compare each ticket/booking to the ARC/BSP report. To edit a ticket/booking, highlight the line and click the *Edit* button. To change the Status of a ticket/booking from closed to open, highlight the line and click the *Invert* button. To change the ARC/BSP Settlement Amount, click the *Amount* field.

16. When the Total Open is 0.00, click the *OK* button.

Note: If the agency has more than one ARC/BSP number, complete a separate ARC/BSP Settlement for *each*. The End-Of-Period routine automatically updates the GL Accounts for Cash in Bank and ARC/BSP Balances for all ARC/BSP Settlements for the period. Any invoices closed by an ARC/BSP Settlement have a Vendor Status of *Closed*. To make a change, void the ARC/BSP Settlement. The ARC/BSP Settlement creates a Payment Received or Made with a Payment method of EFT. (To void, see *Void a Payment* in this chapter.)

Reminder: The ARC/BSP Sales Summary is printed from ARC/BSP's point of view. Remember that positive numbers in *Trams Back Office* are negative numbers on the ARC/BSP Sales Summary.

Before clicking *OK* to save the *closed* status once *unapplied total* and *total open* balance out to zero, click *Print* and bring up the ARC Settlement report that should match the ARC/BSP Sales Summary. This speeds up reconciling the ARC/BSP report to the ARC/BSP Sales Summary to verify the ARC/BSP withdrawal/deposit, make adjustments, and resubmit tickets in one step.

You have just received your ARC/BSP Sales Summary Report for week ending July 12. You complete the ARC/BSP Settlement routine.

Go to the main Payments menu, then to ARC/BSP Settlement. Enter the withdrawal amount as indicated on your Sales Summary Report. The Pay Date is the date on the statement, July 22nd.

You selected the Payment Type as *Paid To ARC/BSP*, and entered the ARC/BSP period *From* and *To* dates. Click on *Close All* to mark each booking as Closed. You notice an error in the commission amount on one ticket. You highlight the ticket that needs adjusting and click on *Edit* to go to the invoice. You make the necessary change to the commission amount, click on *OK*, and return to the ARC/BSP Settlement screen.

As you scroll down the list, you notice a ticket that needs to be resubmitted. You click on *Edit* to enter the invoice, click on the *Resubmit Date* field and enter today's date, putting this ticket into your current ARC/BSP report. Click on *OK*, saving your changes. This brings you back to the ARC/BSP settlement screen. You now click on *OK* saving the ARC/BSP Settlement and the corrected withdrawal amount. Once the settlement is saved, each ARC/BSP booking shows a vendor payment status of closed with a payment number.

Note: Any edited items not adjusted correctly will need to be followed up either through the next ARC/BSP Report using a Travel Agency Automatic Deduction form (TAAD), or directly with the airlines using a Sales Summary Adjustment Request form.

Reconciling IAR Using the ARC Settlement Feature

After receiving the Weekly Sales Summary from ARC, follow these steps for reconciliation:

1. Go to **Payments|ARC Settlement.**

2. Query for the weeks ARC tickets so they are displayed on the settlement screen.

3. Click *IAR Reconciliation* on the ARC Settlement screen.

4. Click *IAR Filename* and map to the weekly IAR file.

5. Click *Query* to see the standard IAR Reconciliation Report.

6. For tickets where *Net Remit Do Not Match*, *Ticket Is Voided in IAR but Not in Trams*, or *Missing IAR Ticket,* click *Find Ticket* and the cursor lands on the appropriate ticket on the *ARC Settlement* screen to *Edit Invoice* as normal.

7. For tickets that are *Voided In Trams but Not In IAR*, click *Find Ticket* to go to the booking containing that voided ticket in TBO, to *Unvoid* it, allowing the ticket to now show correctly on the ARC Settlement Screen.

8. For any exceptions that are *Missing Trams Ticket*, click off the IAR Reconciliation screen and manually add the missing tickets.

Accounting for An ARC/BSP Settlement When Authorization Amount Not Enough

If the amount authorized for ARC/BSP was not enough (i.e. the ARC/BSP draft should have been $3000 but only $2800 was authorized), follow these steps.

1. Select **Payment|ARC or BSP Settlement**.

2. Enter the ARC/BSP Settlement for the full $3000 and reconcile as normal. (See section *ARC/BSP Settlement* in this chapter.)

3. Enter a payment received for the $200 difference, with payment method as EFT and profile type as other.

Date the payment the same date as the ARC/BSP Settlement. When prompted, create a journal entry as a debit to Cash in Bank and a credit to ARC/BSP Balances. This accounts for the incorrect amount that was entered when the ARC Settlement was done. This also creates a message on the GL Reconciliation report (Payment Invalid That Affects ARC Balances). Ignore this message.

4. When sending ARC/BSP the check for the shortage amount (or if they are going to do another draft from the account), enter a payment made for $200, with a profile type of Other. Create a journal entry as a credit to Cash in Bank and a debit to ARC Balances.

Payroll Import

There are two payroll import programs for Trams Back Office.

Import AssetHR Payroll+

Oryel Payroll + is now AssetHR Payroll +. AssetHR is a leading provider of the industry's most robust and sophisticated web-based HR technology solutions. AssetHR Payroll+ is a web-based payroll solution that fully integrates with the Trams financial package, providing a smarter, more straightforward, and more malleable system than other outsourced offerings or installed off-the-shelf packages. Payroll+ is also distinctive in that, as a web-based application, it allows Trams affiliates to easily and securely complete payroll transactions from anywhere at any time.

Visit AssetHR on the Web: **http://www.assethr.com**

Call Us: 952-746-9508

E-mail Us: **info@assethr.com**

Note: Import KIS Payroll

KIS Payroll is no longer TBO vendor, hence, the menu selection was removed from **Payments|Payroll Import;** however, the KIS import can still be accomplished using the AssetHR Payroll + import routine.

Z-Pay PayWindow

Trams Back Office (TBO) offers an import routine for customers using the Z-Pay PayWindow Payroll application. Users perform the payroll functions to calculate payroll information in PayWindow, then, by way of the export routine within PayWindow, can export the information to a text delimited file.

Upon importing that file into TBO, the import routine creates a payment made with the corresponding journal entries for each payroll check for the applicable pay period that was entered in PayWindow. Check numbers can be generated in PayWindow and shipped via the export file to populate the check number in the TBO check number field, or check numbers can be assigned by TBO after the import routine is completed by issuing the check from within TBO.

ACH direct deposit payroll payments can also be imported into TBO however, no check numbers apply so the check number field will be blank.

Either Agent or Other profiles must exist in TBO with an Interface ID that matches the Employee ID in PayWindow. The file will not import if an Employee ID exists in the export file where no match in an Agent or Other interface ID field can be found during the import routine in TBO. The Employee ID field in PayWindow is alpha numeric and accepts up to 10 characters. **Suggestion when setting up is to make the Employee ID match the Interface ID in TBO.**

Questions regarding exporting from PayWindow should be directed to Z-Pay (support@zpay.com).

To Export the Trams file from PayWindow:

1. Go to Payroll/Report Center/Misc. Reports/GL Export Tab.

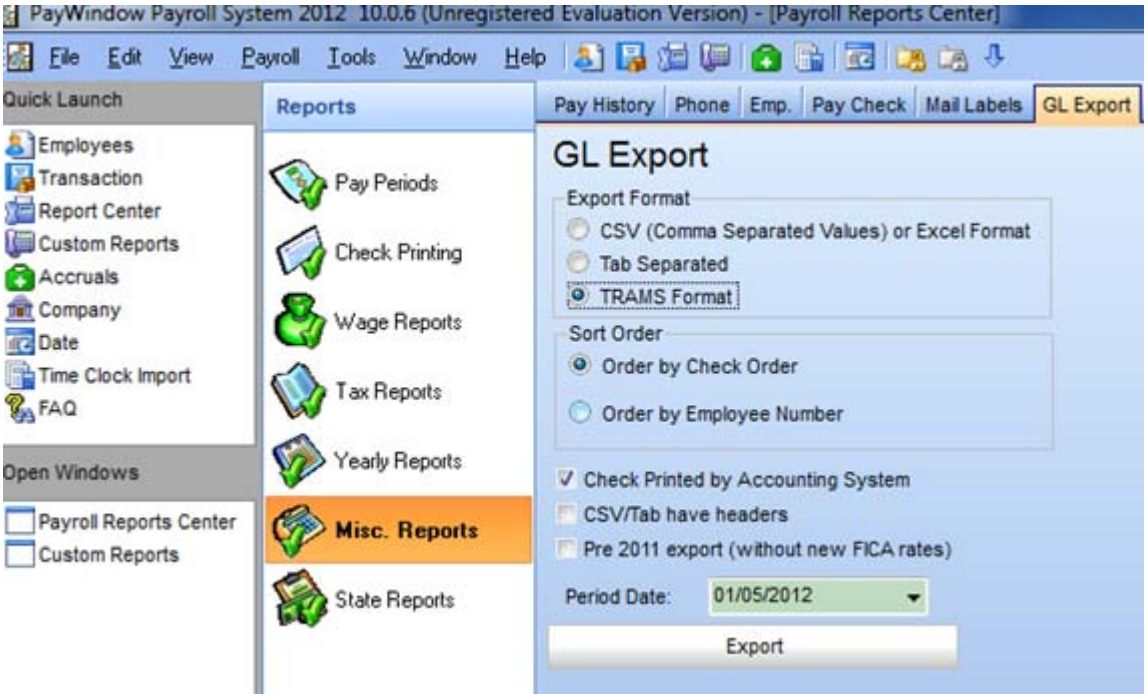
2. Select *Trams Format*.

3. Check the box for *Check Printed by Accounting System* to print the checks from Trams Back Office. Leave the box 'unchecked' if the checks were printed from PayWindow.

4. Select the payroll *Period Date* which is the date paid the employees.

5. Click on the *Export* Button.

Note: On saving the file, PayWindow will create a short filename using tx for *Trams* export and the pay date with a .txt file extension. Example – tx031512.txt. Select the location to save the file in this File Save Window for the import into *Trams*.



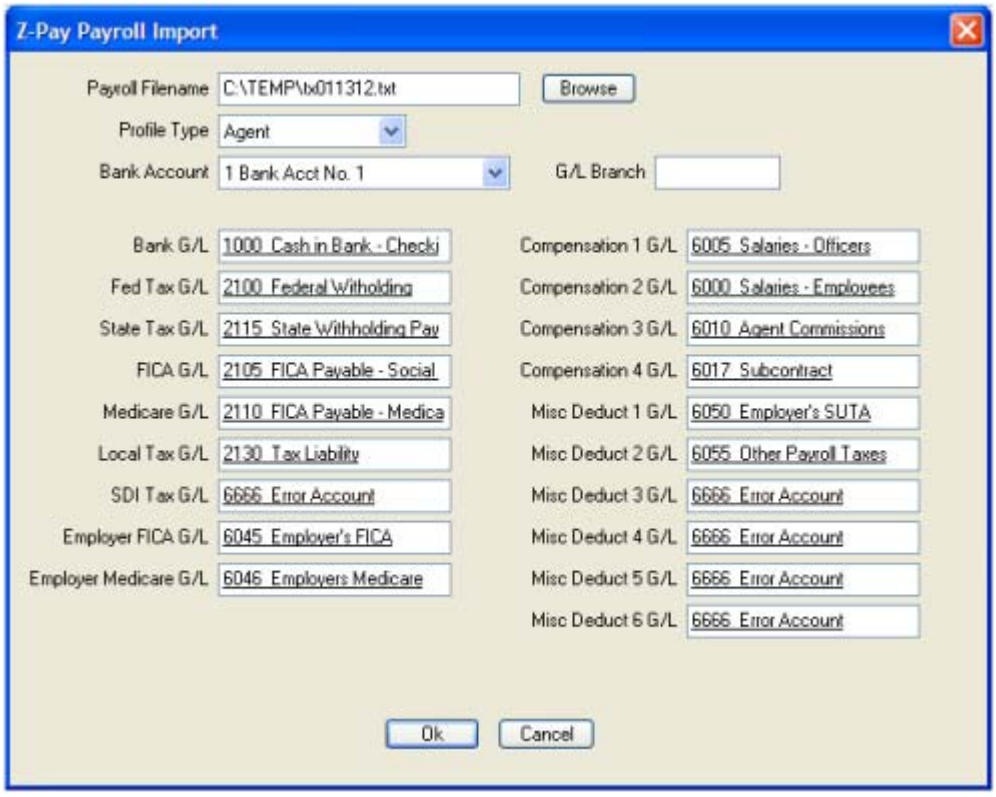
To Import the PayWindow Export file into TBO:

Map the TBO general ledger account to the file.

Add any general ledger accounts in TBO necessary to accommodate all of the payroll details being populated in PayWindow (federal taxes, state taxes, salaries, etc.) under **General Ledger|Accounts**.

In TBO, go to **Payments|Payroll Import|Import Z-Pay Payroll** to map the general ledger accounts to the appropriate fields in the mapping grid. Ensure that any fields in the grid not being utilized are mapped to an

error account (generally account 6666). No fields should be blank.

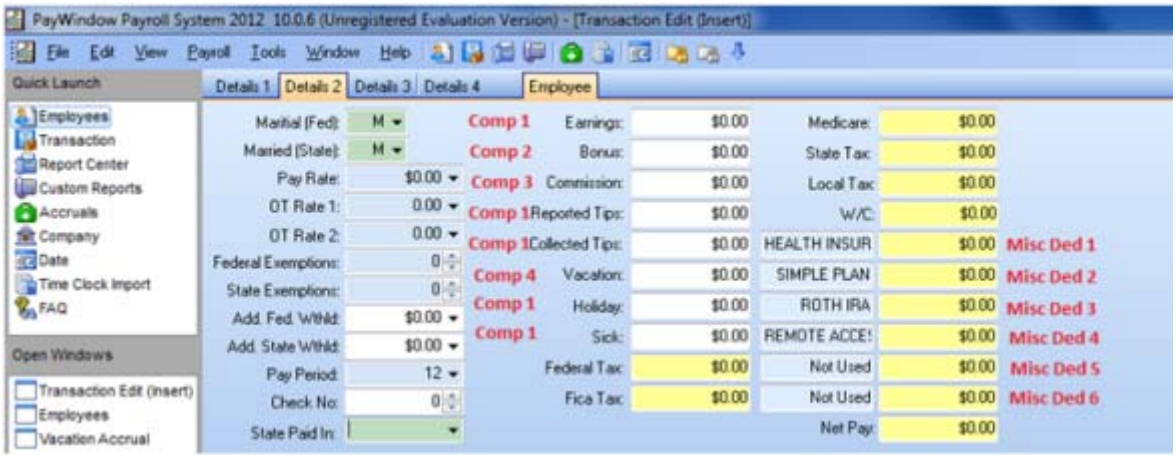


Payroll Filename: Browse to locate the PayWindow export file and select the file.

Profile Type: Select the appropriate Profile Type (Agent or Other) as it relates to how the profiles were setup).
Note: The Agent Code in the Employee Record in PayWindow must match to the code in the Interface ID field in the TBO profile or the file will not import properly.

Bank Account: Select the appropriate Bank Account as it relates to payroll entries.

G/L Branch: Enter a G/L Branch *only* if the option to Force Branch on Journal Entry option has been enabled (**Utilities|Setup|Global Defaults|Prompt Tab**). If that option is not enabled, the field may be left blank.
Example Mapping Configuration Within PayWindow (see notations in red) – note the Comp 1-4 and misc.



deductions 1-6 line up with the mapping screen in TBO Comp1 G/L – Comp4 G/W and Misc Deduct 1 G/L – 6: GL.

Note: SUTA, FUTA and SDI information is not exported from PayWindow. This information can be obtained from Z-Pay reports and manually entered into TBO at the time payment is being made with the corresponding journal entries to update the general ledger. The reports in PayWindow are found under Report Center/Pay Periods/Employer Totals Tab.

To accrue SUTA or FUTA liabilities, enter an Operating Payable in TBO. At the time a payment is made to pay the expense, the journal entry will reduce the liability.

Payments/Import

The Payment Import feature provides the ability to import a file containing payment information and match the payments with invoices in TBO. Invoices that are paid by that provider can be modified if information differs between the imported file and the existing TBO bookings. Once the Payment Import process is completed, reconciled bookings will be closed with the payments from the file.

The payment import feature can be used with the following providers. Please see the section *Payment Import Provider Details* for specifics on how to sign up with these processors and obtain Trams-compatible import files.

* Paymode (formerly GCP and NPC)
* Commtrak
* Onyx (formerly called Pegasus)
* Onyx II (formerly called Pegasus II)
* Trams Host
* Sabre Card Services
* WPS
* TACS -- Perot Systems

The following are the fields in a TBO booking that can be modified using this feature:

* Commission Amount
* Agent Commission Amount (provided the agent has not been paid)
* Gross Fare Amount
* Vendor GST/QST
* Vendor Remarks
* Start Date/End Date

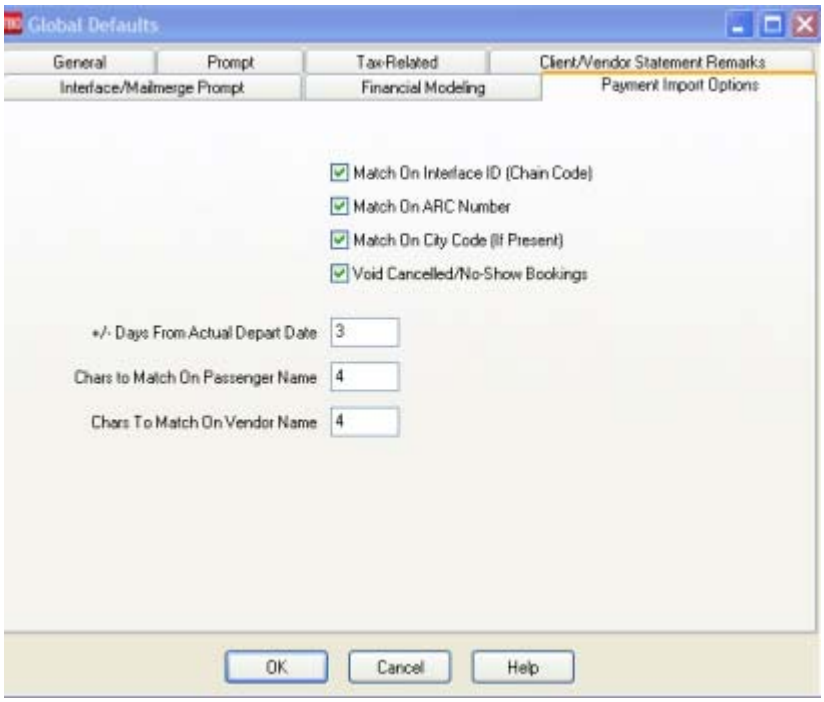
Special Note: Any Payment Import item (WPS, TACS, etc.) that has a total fare of zero in the file will not update the total fare to zero in TBO, although the commission amount will be updated to reflect the amount in the payment file.

Payment/Import Setup

1. Create a vendor profile for the desired provider (Paymode, Onyx (formerly called Pegasus), CommTrak, Onyx II (formerly called Pegasus II), Trams Host, Sabre Card Services, WPS Hotel Commission, and/or TACS - Perot Systems). This vendor profile will be the payee for the invoice created at the end of the payment import process.

2. Go to **Utilities|Setup|Global Defaults|Payment Import Options** to set up the secondary match default

settings. These settings control how strict the match on secondary criteria must be for a booking to reconcile with the payment import file.



The primary match criteria are used before these secondary criteria come into effect. A booking must match both (1) Confirmation number AND (2) the Travel Category associated with the booking's Travel Type.

If no match is possible based on primary match criteria, the import process looks to the secondary criteria:

*** Passenger Name.** Use the setting Chars to Match on Passenger Name to determine how many characters must match. The default is 4 characters. A higher number will be more restrictive; a lower number, less so.

*** Depart Date.** Use the setting +/- Days from Actual Depart Date to control how closely the Depart Date in the payment file must match the Depart Date in the TBO booking. The default is +/- 3 days. A higher number will be less restrictive; a lower number, more so.

*** Vendor Name.** Use the setting Chars to Match on Vendor Name to determine how many characters must match. The default is 4 characters. A higher number will be more restrictive; a lower number, less so.

If a match is found using the three secondary criteria, an additional check takes place when the following settings are enabled (checked):

*** Match on Interface ID/Chain Code.** The Chain Code in the file must match the Interface ID of the Vendor Profile in the TBO Database.

*** Match on BSP/ARC Number.** The ARC or BSP number in the file must match the ARC or BSP number in the TBO database.

*** Match on City Code (if present).** The City Name in the import file must match the City Code in the TBO database.

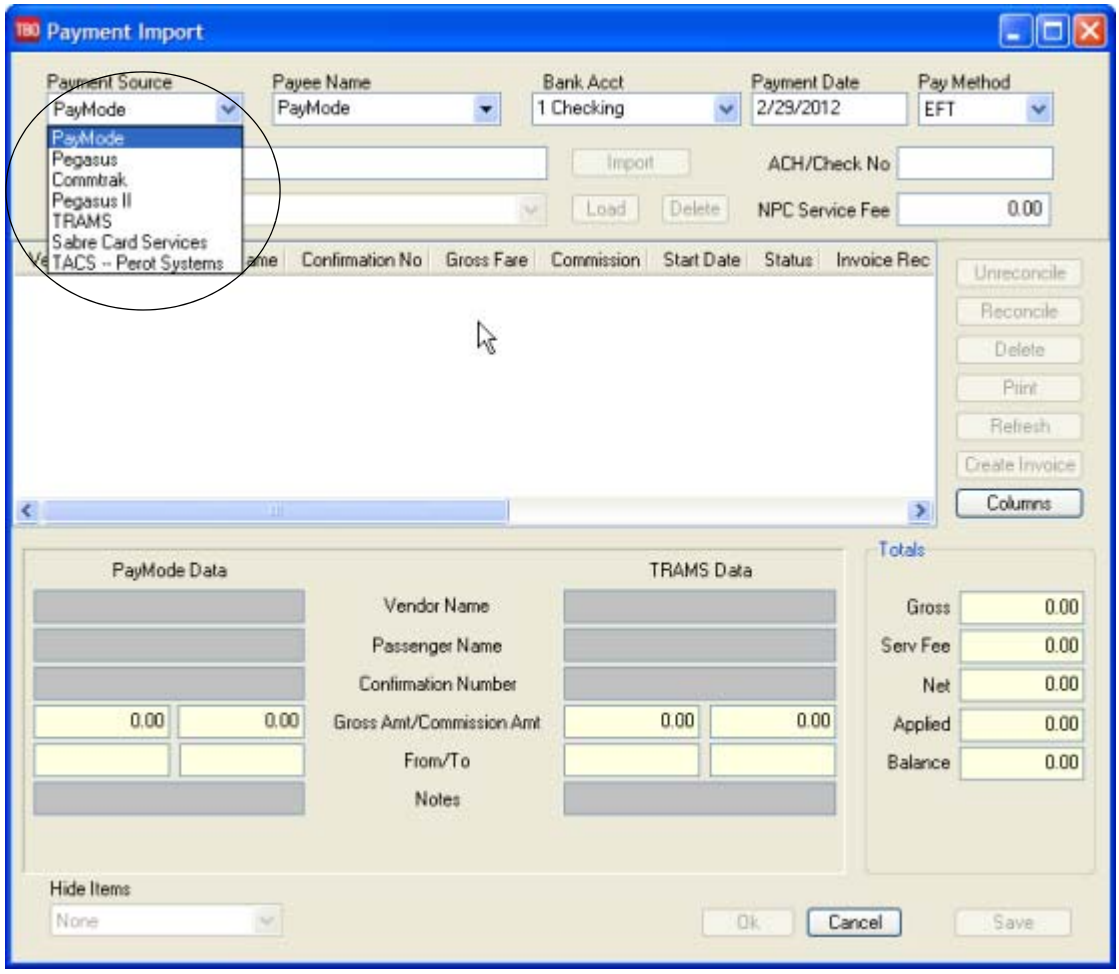
The final setting controls what happens if the booking was cancelled or a no-show.

***Void Cancelled/No-Show Bookings.** When checked, if the payment import file reports that the booking was cancelled or a no-show, the corresponding booking is voided in TBO. Leave this option unchecked if you do not want these bookings voided. Note: Voided

bookings will not be included in most reports.

Payment/Import Run the Import and Reconciliation

To import the file and begin the reconciliation process.



1. Select the payment import provider name for the file being imported from the drop-down.

Note: For WPS Hotel Commission, select Trams Host.

2. For Payee Name, enter the vendor profile you created for the payment import provider.

3. Select the bank account you wish to use.

4. For Payment Date, enter the date the money is actually deposited into the bank account.

5. For Pay Method, select either EFT or Check.

6. Enter the ACH or Check Number.

7. Leave the Service Fee field blank. Paymode and Onyx files include this fee and will populate this field once the file is imported. The fee is also displayed in the Totals box at the bottom of the screen.

8. Click *Import Filename* to browse to the downloaded payment import file. Once selected, click *Import*. The reconciliation process will now begin. TBO compares the data in the file with the bookings in the database, using the hierarchy explained in the setup section above.

9. When all possible matches have been made, click *OK*. This closes all invoices that have found a match.

See the section on Manual Reconciliation Options below for further information on manually reconciling bookings that were not automatically matched.

10. If there is an unmatched balance remaining (Onyx and Paymode service fees are considered unmatched balances), a prompt appears to create an invoice or voucher with the remaining balance. See below for more details on creating the invoice.

Reconciliation Codes

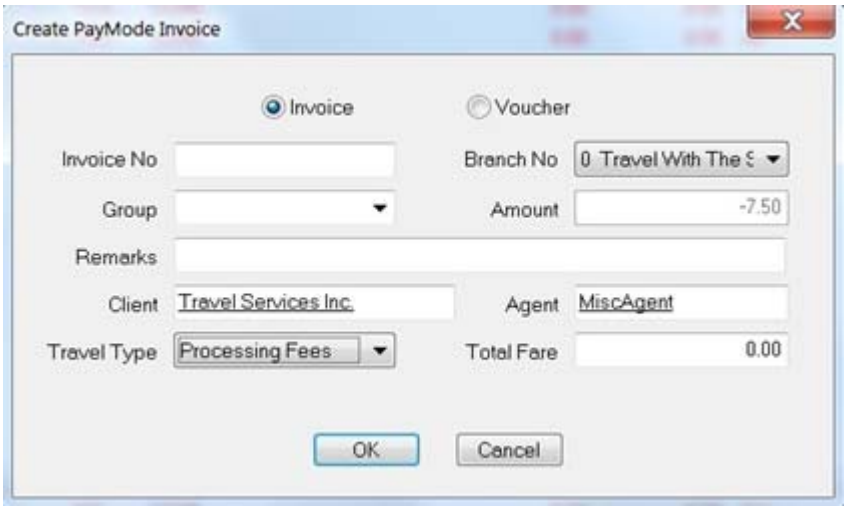
R= Reconciled. When a match is found, it is marked with a status of R for Reconciled.

M= Multiple TBO bookings match a single record in the payment import file. This indicates the booking was interfaced or entered more than once. One of the bookings should be marked with zero total fare and commission in TBO or should be deleted altogether.

D= Multiple records in the payment import file match a single Trams Back Office booking. When saving the reconciliation, the commission amount applied to the booking is the sum of all the corresponding "D" and "R" items. There should be at most one "R" item for each booking, but there can be multiple "D" items for each booking.

Unreconcile	Change the status from R, D, or M to blank. If a payment has been reconciled to an incorrect booking, use this option to unreconcile that item.
Reconcile	Use this option to manually match an imported transaction with a TBO booking. Clicking this button brings up an Invoice Query Screen pre-populated with the data from the import file. If, when pressing query, no results are returned, broaden the search by removing some of the selection criteria, then re-query. Tip: Removing everything except the confirmation number, then re-querying, is often the best option here.
Delete	Use this option to delete transactions that have zero amounts that are not to be recorded, or items that have a status of D that should be removed in order to make the correct items match.
Print	Print a report of the transactions for the period being reconciled. Different views of this data can be shown by changing the options in the Hide Items field: None, All Reconciled, 0 Unreconciled, or All Reconciled. Columns on the report include Vendor, Chain Code, Customer, Confirmation Number, Total Fare, Commission, Start Date, Status, Invoice Number and Notes (for Vendor Remarks such as "No Show").
Refresh	If there were unreconciled items or newly added invoices for TBO to reconcile, using the Refresh button reruns the query and displays the new results on the screen.
Create Invoice	In an open period, create a Supplier or Comm Track booking for a commission received that had not been invoiced. (In a closed period, only Comm Track bookings can be created.)
Save	Click *Save* if the reconciliation is not finished to complete it at a later time. After saving the reconciliation, click *Cancel* (not OK) to exit the Payment Import screen. Upon returning to the reconciliation, click the drop-down arrow in the Saved Reconciliations field to select the desired file, then click *Load*.

Invoice



Once the reconciliation process is complete, any difference between the total fare of the TBO bookings and the payment import file that were not marked as reconciled (R) is adjusted to the Total Fare field:

1. Click OK to create the invoice.

2. Select the Invoice radio button.

3. Enter a *Client* name (TBO recommends that the agency create a client profile for itself and use it here.)

4. Select a *Travel Type* from the drop-down.

All other fields are optional.

Click *OK* to create the invoice. A Comm Track invoice is created for the vendor profile entered in the Payee Name field. This invoice is incorporated into the End of Period and the journal entry as a Credit to the Sales account of the selected Travel Type and a debit to the Cost of Sales for the same travel type.

The option to print the report or save to a file is presented. Select Yes to view the report, then print or save.

Voucher

Click *OK* to create a voucher in the amount of the fees being charged for the Vendor Profile specified in the Payee Name field.

1) Select the Voucher radio button.

2) Enter a *Client* name (TBO recommends that the agency create a client profile for itself and use it here.)

All other fields are optional.

Click *OK* to create the voucher. Once the voucher is created, create a *Payment Received* using *Pay Method* of *Other*, and close off the vendor voucher. Journalize to an expense or cost of sales account named Commission Processing Fees.

After clicking *OK*, the option to print the report or save to a file is presented. Select *Yes* to view the report, then print or save.

Payments/Import Participants

To receive the Trams-compatible payment import file, the agency needs to contact the company for enrollment. Files that may be obtained from a third party's website are: Paymode, Sabre Card Services, and WPS Hotel Commissions. Files that may be e-mailed to the agency are Onyx, Onyx II, and TACS.

1. **Onyx** at **http://www.comminfo.pegs.com/enrollment.asp**

2. **Paymode** at **https://secure.Paymode.com/Paymode/login.jsp**

Customers settling Paymode Commission Payments manually in TBO, or wanting a printed report to go with the electronic file provided by Paymode, go to **https://secure.Paymode.com/Paymode/login.jsp** to sign in, query for, and print weekly reports.

3. **TACS** at **http://www.TACSNet.com**. In the free-form field request that the electronic payment and data files be sent to the agency. The Trams-compatible file e-mailed from TACS will be a .txt file.

4. **WPS Network** - Address an e-mail to: **dori@wpsnetwork.com** with Trams File in the subject line. Subsequent WPS uploads to the download area on the WPS website will be populated with the properly formatted .tsv file extension.

5. **CommTrak** - CommTrak provides Hotel commission recovery services to travel agencies. Typically, an agency uses CommTrak to chase unpaid hotel commissions over 16 to 18 months old. These are commissions that have never been successfully obtained through the Onyx, TACS, or Paymode process. CommTrak splits the recovered commissions with the agency. Contact CommTrak Corp to set up an account - **Roger@CommTrak.com**.

After establishing an account with CommTrak Corp, send CommTrak a data file (extract) containing aged, unresolved records. This CommTrak Export file is a Crystal Export and can be found at **http://static.Trams.com/Tramslibrary/reports/tbotcr.html**. (Click on TBO: Vendor Reports.)

Download the "CommTrak Export" under "Vendor Reports" and save to the desktop. Run the export and forward the results to CommTrak. When CommTrak has reconciled the export sent to them, they forward a file back that can then be reconciled to the open Back Office Hotel bookings.

6. **Onyx II** - This Onyx II fee-based option gives TBO customers another solution for reconciling hotel bookings with a Submit To of Comm Track. A file is exported from a TBO Database to Onyx II, using a TBO Crystal Export found at **http://static.Trams.com/Tramslibrary/reports/tbotcr.html.** (Click on TBO: Vendor Reports.)

Download the **Onyx II Export** report under Vendor Reports and save to the desktop. Run the export and forward the results to Onyx II. Onyx II performs the reconciliation on their servers. They then send the TBO user an externally reconciled file. The settled file returned to the Trams user is already matched and paid. This reconciled file can now be read by TBO as a Onyx II (formerly called Pegasus II) reconciliation and will close off the original TBO bookings that were exported to Onyx II for reconciliation. (The Back Office Export file sent to Onyx II contained the Trams Booking Number and that same Booking Number is also included in the returned file from Onyx II. There should be close to a 100% match on bookings.)

Onyx II may include in its reconciled file bookings that were not in the TBO database at the time the export file was created sent to Onyx II. These bookings do not show as an "R" on the screen. Click off the Reconciliation Screen and manually add these non "R" bookings to TBO. Click back on the Reconciliation Screen and manually reconcile the added bookings by clicking the Reconcile. When finished reconciling all items, click *OK*.

Sabre Card Services

The Sabre Card Services reconciliation option allows TBO users to daily close individual items in TBO that reconcile to the customer's Sabre Card Services' file by transaction, and to enter a payment for the daily Sabre Card Services deposit to the user's bank account. Monthly they will record an additional processing Sabre Card Services Fees.

Notes:

1) All invoices should be entered for the vendor that is designated for capturing the service fee bookings in TBO.

2) All Service Fee bookings MUST be Supplier in TBO.

3) The client side of the Service Fee Bookings MUST be closed with FOP of CC (Not CC Merchant)

4) Insure that the correct Travel Category of Service Fee is indicated for the Service Fee Travel Type being used in the TBO booking, under **Utilities|Setup|Travel Types**.

5) In **General Ledger|Accounts**, set up a new 5000 series chart of account for Cost of Sales - Sabre Card Services or use an existing Cost of Sale account. In **General Ledger|Accounts**, set up a new Expense chart of account for Sabre Card Services CC Processing Fees or use an existing processing fee expense account. In **Utilities|Setup|Travel Types**, set up a new Travel Type for Sabre Card Services CC Processing Fees or use an existing fee travel type. Insure that the correct Travel Category of Service Fee is indicated. In **Utilities|Setup|GL Accounts**, link the Sabre Card Services CC Processing Fees Travel Type to the Cost of Sales - Sabre Card Services GL Account, so the EOP will correctly handle the processing fee invoice created when saving the Sabre Card Services reconciliation.

6) Agency will contact Sabre Card Services and request *Sabre Back Office* report be added to the agency's list of Merchant Reports.

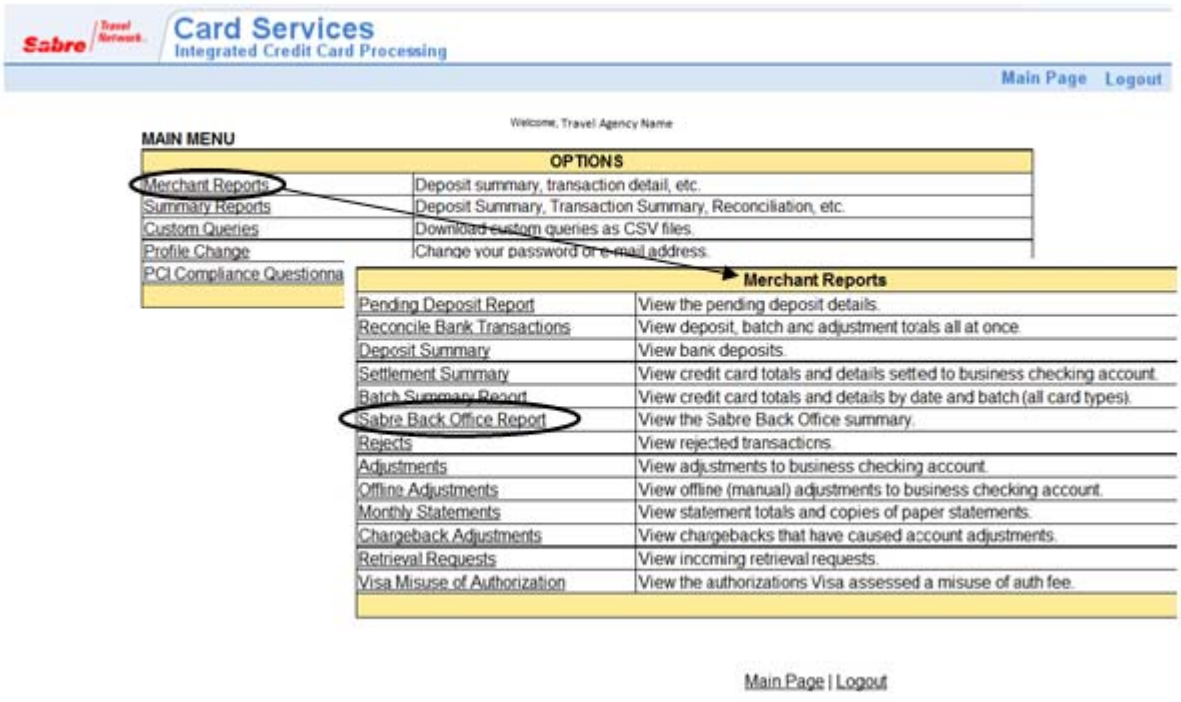
7) Refunds are not currently reconciled. Refunds do not reconcile because the client payment is closed to CC.

Daily:

Step 1) The Sabre Card Services users log in to the Sabre Card Services website with their user name and password:

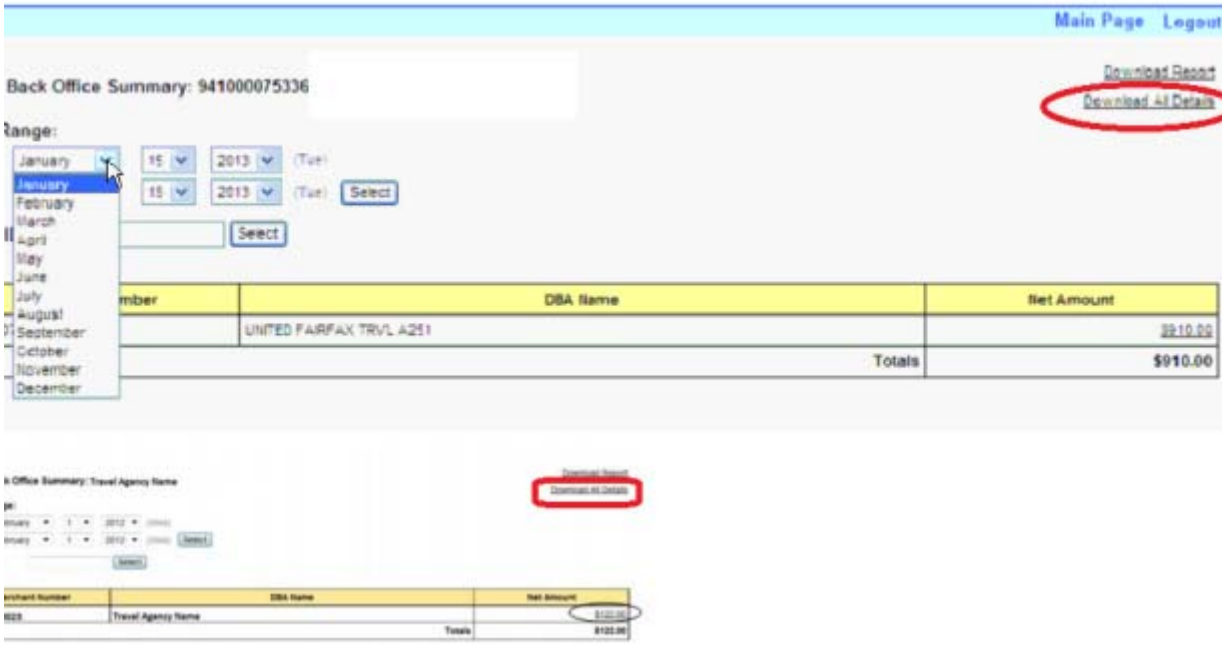
https://www.merchante-solutions.com/jsp/secure/b2f/b2flogin.jsp

Once logged in, click *Merchant Reports* from the Main Menu, and on the *Merchant Reports* screen, click *Sabre Back Office Report*.


Sabre
Card Services
Integrated Credit Card Processing
Main Page
Logout
Welcome, Travel Agency Name
MAIN MENU
OPTIONS
Merchant Reports
Deposit summary, transaction detail, etc.
Summary Reports
Deposit Summary, Transaction Summary, Reconciliation, etc.
Custom Queries
Download custom queries as CSV files.
Profile Change
Change your password or e-mail address.
PCI Compliance Questionna
Merchant Reports
Pending Deposit Report
View the pending deposit details.
Reconcile Bank Transactions
View deposit, batch anc adjustment totals all at once.
Deposit Summary
View bank deposits.
Settlement Summary
View credit card totals and details setted to business checking account.
Batch Summary Report
View credit card totals and details by date and batch (all card types).
Sabre Back Office Report
View the Sabre Back Office summary.
Rejects
View rejected transactions.
Adjustments
View adjustments to business checking account.
Offline Adjustments
View offline (manual) adjustments to business checking account.
Monthly Statements
View statement totals and copies of paper statements.
Chargeback Adjustments
View chargebacks that have caused account adjustments.
Retrieval Requests
View incoming retrieval requests.
Visa Misuse of Authorization
View the authorizations Visa assessed a misuse of auth fee.
Main Page | Logout

Set the Date Range on the Sabre Back Office Report to include the transactions to download and click *Select.*

When the page refreshes a dollar amount link will be on the right hand side of the table displayed below the Date Range. Click on the dollar amount link for the *Net Amount* of the transactions to download. Once the dollar amount link has been clicked, a window appears prompting to save the file to the computer. **Be sure to click *Download all Details*.** This is the file to import into the Trams Back Office Program for reconciliation.



Step 2) The TBO user reconciles via the **Payments|Import Reconciliation** using the option that reads the Sabre Card Services file. TBO also reads the amount of Sabre Card Services fees that apply to the file and adjusts each booking by the amount of the fees involved. This insures that when agents are paid for any portion of the service fees, they are paid on only the net portion after processing fees that the agency actually received. Upon saving the Reconciliation an Invoice is created for the remaining amount of the processing fees to be charged by Sabre.

Saving the reconciliation closes off the vendor side of the bookings, so nothing more needs to be done with the bookings.

a. Open the Payment Import Reconciliation screen in TBO.

b. Select Sabre Card Services as the Payment Source.

c. Select Payee Name for the vendor profile. This may be the same as what is assigned on the client invoice. Payee Name chosen will be viewed on the Check Register and Bank Reconciliation.

d. Select the Bank Acct the Sabre Card Services will be deposited into.

e. Payment Date is when the gross charges for the file being reconciled will be deposited in the bank which is usually 8 business days from the date of the transaction. (Fees created and included in the daily file for June 9, 2012 would be deposited into the bank on June 17, 2012.)

f. Select a Pay Method of EFT so the payment created on saving will appear on the Check Register and Bank Reconciliation.

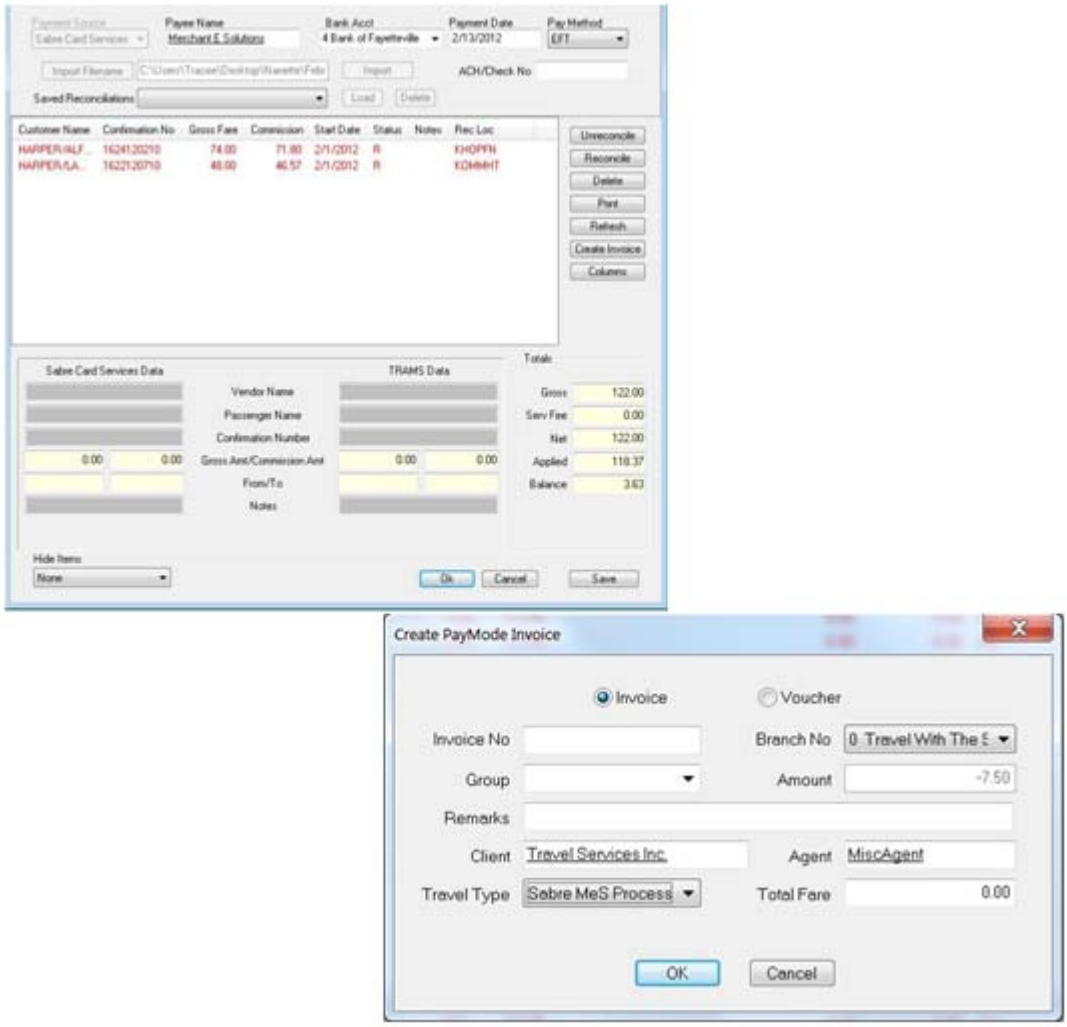
g. Click Import Filename and locate the file downloaded from the Sabre Card Services website.

h. Click Import and reconcile the file.

i. When reconciled, click OK to save the reconciliation.

j. When prompted for creating an Invoice or Voucher for the left over amount of the fees charged, select Invoice. Enter a Client, usually the agency, and enter an Agent if desired. Select a Travel Type for the Sabre Card Services CC Processing Fees travel type created in **Utilities|Setup|Travel Types**.

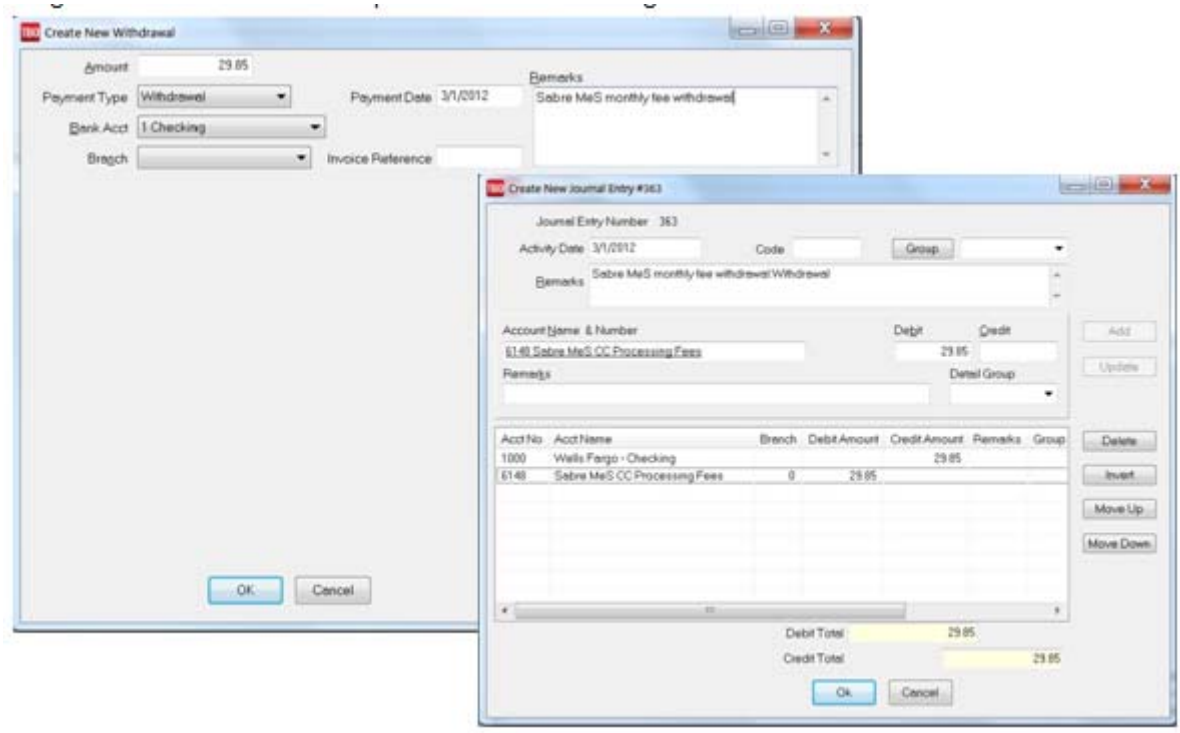
k. Click OK to save the fee invoice and the reconciliation.



Monthly:

Enter a **Payments|Withdrawal** for the monthly amount of the Sabre Card Services CC Processing Fees deducted from the bank account. Journalize to Sabre Card Services CC Processing Fees expense GL

account to reflect the expense for the fees charged.



Trams Host

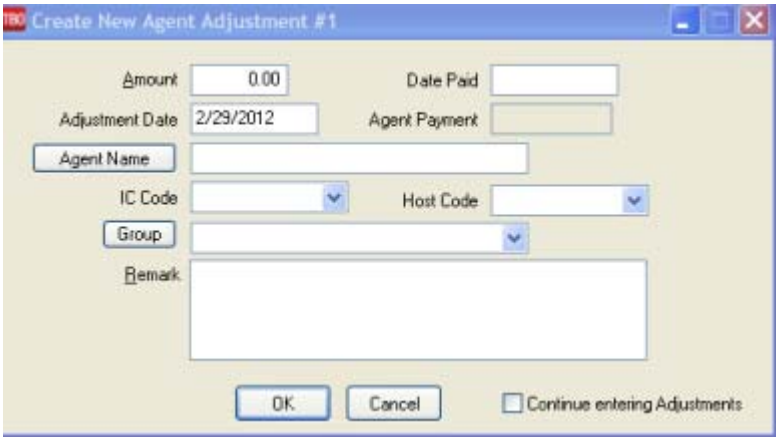
The Trams Host option to Payments/Onyx-PayMode Import is used by an IC (Independent Contractor) to reconcile the file received from the HOST agency for CC and Cash/Check Commissions due from the Host. The Reconciliation is for the Total Fare & Total Comm from the Host bookings. A final Voucher may need to be created for any Transaction Fees that may be included.

Trams Host is also used for importing files from WPS Network to reconcile hotel commissions.

Agent Adjustments

Agent Commission Adjustments are used to adjust an agent's commission as it appears on an Agent Statement. These adjustments print on Agent Statements and increase or decrease the amount owed to the Agent.

1. Click **Adjustment|Agent Comm Adjustment**.



2. In the *Amount* field, type in the adjustment amount. If the adjustment amount is being added to the amount owed to the Agent, enter a *positive* (*+)* amount. If the adjustment amount is being subtracted from the amount owed to the Agent, enter a *negative* (-) amount.

3. The *Adjustment Date* is the statement date that the adjustment affects. Type the correct date in this field.

4. Click the *Agent Name* field and type in the Agent Name.

5. Click the *Remark* field, and type a brief description about why the adjustment is being made. (e.g., Overnight Fee, Client Gift, etc.)

6. Click *OK* to save. (If creating more than one adjustment, click *Continue Entering Adjustments* before clicking *OK.*

Agent adjustments can also be entered at the time of entering both **Payments|Received** and **Payments|Made**.

Special Note to IC/Host Agencies: Capture IC and Host fees split among agents on this screen. If the agency is a *Host Agency*, enter one lump fee charge for the specific IC Agency using the IC's code selected from the drop-down menu. Enter a *Generic Agent* name for the IC Agency, as an agent is needed to save an adjustment.

If the agency is an IC Agency, enter one or more fee charge adjustments, depending on how costs of the Host's fees are going to be split among agents. Enter the agent's name and the Host Code from the drop-down menu.

These Host Fees are displayed on the Agent's individual statements, reducing the commission owed to them, and on the appropriate IC or Host Net Remit reports to increase or decrease the "net remit" owed.

Note: You can also create an agent adjustment from a payment screen, if the profile type is Vendor, Agent or Other.

Void Agent Adjustment

1. Click **Adjustments|Query|Agent Adjustment**.

2. Enter the adjustment number being voided. If the adjustment number is unknown, query by any one or more of the fields shown. (It is best not to fill in all of the fields. Usually two or three are sufficient.) Click *Query* to process.

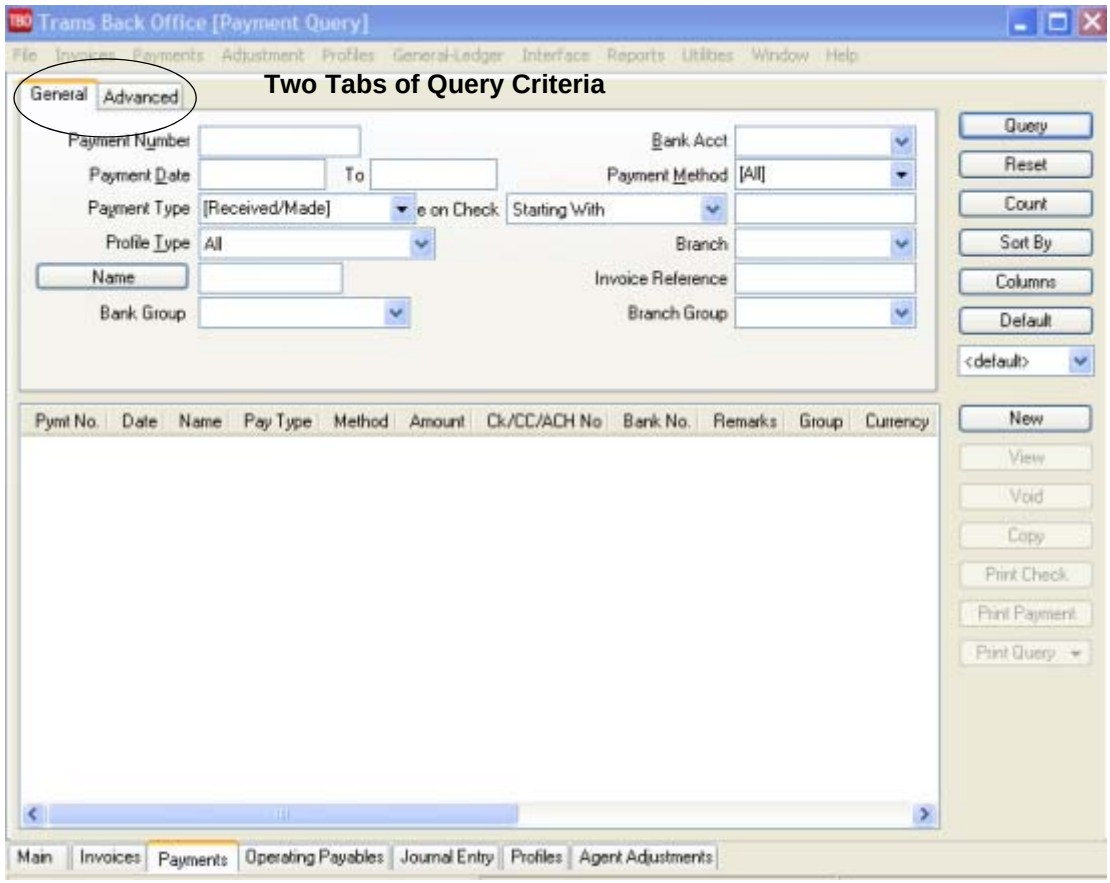
3. When the adjustment(s) appear, click and highlight the correct entry and click *Void*.

4. *Trams Back Office* prompts, "*Void adjustment number X*"

5. Click *Yes*.

Payment Query

Query can retrieve an existing (or a previously entered) payment. Enter the query screen by either selecting **Payments|Query|Payments** from the main menu or using the Payment tab at the bottom of the screen. The query screen is broken into two sections. The top section is used to enter the data for the query and the bottom section displays the results of the query.



The fields displayed in the top section show how a payment/s can be found. Each of these fields are fields within a payment to locate an existing payment. As few as none and as many as all can be completed to retrieve a payment. The more criteria entered in query, the more selective the search for matching payments.

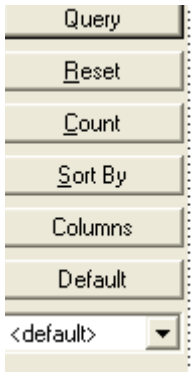
The most frequently used query fields show on the General tab and additional fields are found in the Advanced tab. Enter the criteria available (or applicable) and the system brings up a complete listing of payments matching that criteria.

To the right of the *Name* field is a separate field with selection options or operators: Is Equal To, Is Not Equal To, Is Blank, Is Not Blank, Starting With, Contains, In, and Not In. These operators help to more narrowly define the search. (When doing searches on fields containing “wildcard” search criteria using the selections of “IN” and “NOT IN," it is desired for the field to contain the complete string entered between the delimiters or the exact match). In other words, In and Not In works like Is Equal to or Is Not Equal to except that the list of values when using In and Not In when separated by a comma will search for each value in the list.

The entire text would need to match exactly for Is Equal to or Is Not Equal to.

For example, if the only criteria entered into the Query screen is the Payment Type of *Made*, then all disbursements ever entered are displayed in date order for you. If, in addition to the Payment Type, a range of Check Numbers is entered into the Query fields, the list is narrowed and only disbursements with Check Numbers matching your criteria are included. To select a specific Payment Type or Pay Method, click on an item to select (or de-select). That action places a checkmark next to the selected item.

Note: You can also select or de-select by right mouse clicking in the field.



Buttons on the right side of the screen are also broken into two sections. *Query, Reset, Count, Sort by, Columns* and *Default* are buttons related to the query, while the bottom buttons are related to do with the query results. Use *Reset* to clear away any previous query criteria in both the General and Advanced tab. *Count* is used to give the number of items that match the query criteria. *Sort by* customizes how to display the results once the query is executed.

Columns is used to select which columns of data to display in the results screen. Click *Columns* and choose the columns to display by highlighting the column in the *Available Fields* and clicking on the left arrow to move it over to *Displayed Fields*. Using the red up and down arrows, put the column in the order to appear on the results screen. Click *OK.* Go out to the results screen and size the columns, and go back into *Columns* and click *Save Settings* and *OK.* Next, click *Sort* to get up to 3 sorts in ascending or descending order of selected columns and click *Save Settings*.

Drag and drop the columns to re-position them on the results screen if desired. Do this by clicking on the column to move, holding down the left mouse button, and sliding the column to any position on the query screen. To place a column to the right or left of any existing column, stop on the column to the right or left and release the mouse. The moved column is inserted in the correct place. Click *Columns, Save Settings,* and *OK* to save.

Default is an area to save the filters in the query by following these directions to create a new Saved Query:

1. Change the selection criteria on the results screen for the new query to save.

2. Click *Default*.

3. Type in the new query name in the *Setting Name* field.

4. If this saved query is the default, at the top of the drop-down window, check *Set As Default*.

5. Select *Per User* (on this one workstation only) or Global (on everyone's sets).

6. Click *OK* to save.

To remove a saved query from the list, check the *Remove the Current Named Setting* box, click *OK* and the saved query is no longer available for use in the drop down field.

Once the listing of matching payments is displayed through query, any payment can be created *(New),* viewed *(View)*, copied (Copy), or voided *(Void)*. Highlight an entry and print a check directly from this menu *(Print Check),* or print a copy of a payment *(Print Payment)*. Help screens are easily accessed by clicking *Help* or F1. To view a history of what has been changed in a queried payment, click *History*.

If querying for a payment made to the agent, and then right-click the payment to *Query All Invoices*, invoices that have been cleared and paid to the agent when using the Agent Reconciliation, are displayed.

Helpful Tips: On the Payment Query Screen, use <Shift> left-mouse click for selecting

a range of items for closing, deleting, etc. Use <CTRL> left-mouse click to select multiple individual items in any order for closing, deleting, etc. By right-mouse clicking in the results screen, create a *New* payment, *View, Void, Copy, Print a Check, Print a Payment, Re-Apply a Payment, Query All Invoices* (without leaving the payment query screen*,* or *Query All Payments* (without leaving the payment query screen)*.*

Sorting Payment Data

Sort data in all query screens in two ways:

1. “Quick” sort by one field by clicking on a column in the results screen. The first time click sorts the column in ascending order (first to last or earlier date to more current date), and clicking on the same column a second time sorts in descending order (last to first or current date to earlier date).

2. Sort in Ascending or Descending order by up to 3 columns. When clicking *Sort By*, select the first, second or third column sort and what order (ascending or descending) the data displayed is to be displayed. Enter the selection criteria and click *Save Settings* and *OK*.

Create New Payment, Deposit, Withdrawal & ARC/BSP Settlement From Payment Query

Click *New* to access the payment screen. Although this screen defaults for a *Payment Received* with a Payment Method *Check* from a *Client,* change the payment type to do a *Payment Made, Deposit, Withdrawal* or *ARC/BSP Settlement.* After completing the new payment from the query screen, it is displayed in the query screen, if the *“Add Newly Inserted Items To Query Screens”* box has been checked under **Utilities/Setup/Global Defaults/Prompt**.

Note: Also access the payment screen by going to **Payments** in the file menu and clicking on *Received, Made, Deposit, Withdraw* or *ARC/BSP Settlement.*

View & Void Invoices from Payment Query

View and void invoices from the payment query screen. Highlight any queried payment and right mouse click to *Query All Invoices.* This navigates to an invoice query screen that displays all invoices to which this payment is attached. *View, Modify, Delete, or Create* new invoices.

Changing Existing Payments

1. Click **Payments|Query|Payment** or click on Payment Query tab on the bottom of the screen.

2 Query by any one (or more) of the fields shown. Fill in two or three fields and click *Query*.

2. Click to highlight the payment and click *View*. Or double-click the desired payment.

3. Enter all necessary changes.

4. Once the changes have been entered, click *OK*.

Tip: Use Ctrl-PgDn/Ctrl-PgUp to access next or previous payment.

Copying Payments

To copy information from an existing Payment as defaults into a new Payment, highlight the appropriate Payment and click *Copy*. The system displays a new Payment record with all defaults completed from the copied Payment.

Note: The date and check number do not default to the copied payment's information. Instead, it defaults to the *system date* and the last check number entered, plus one. Any of these defaults can be changed or deleted and additional information can be entered before clicking on *OK* to save. Expense items such as Salaries and Rent are commonly copied and revised each month.

Void a Payment

To void *Payments Received, Made, Deposits*, and *Withdrawals*:

1. Click **Payments|Query|Payment** or click on Payment Query tab on the bottom of the screen

2. Query by any one (or more) of the fields shown. Fill in two or three fields and click *Query*.

3. Click and highlight the payment and click *Void*.

4. The payment information is displayed and *Trams Back Office* prompts, *"Void Payment (xxxx).* Make sure it is the correct payment. Make a Note of date; check number, etc.or print the payment if it is to be re-entered. A dialog box now appears that asks *Track Voided Payment.* Click *Yes* if this is a spoiled check that is needed to appear on the Bank Reconciliation, and click *No* if there is no tracking because the payment is being re-entered. If ***Always Track Voided Payments*** is checked in ***Utilities|SetUp|Global Defaults|Prompt Tab,*** there is no option track a payment.

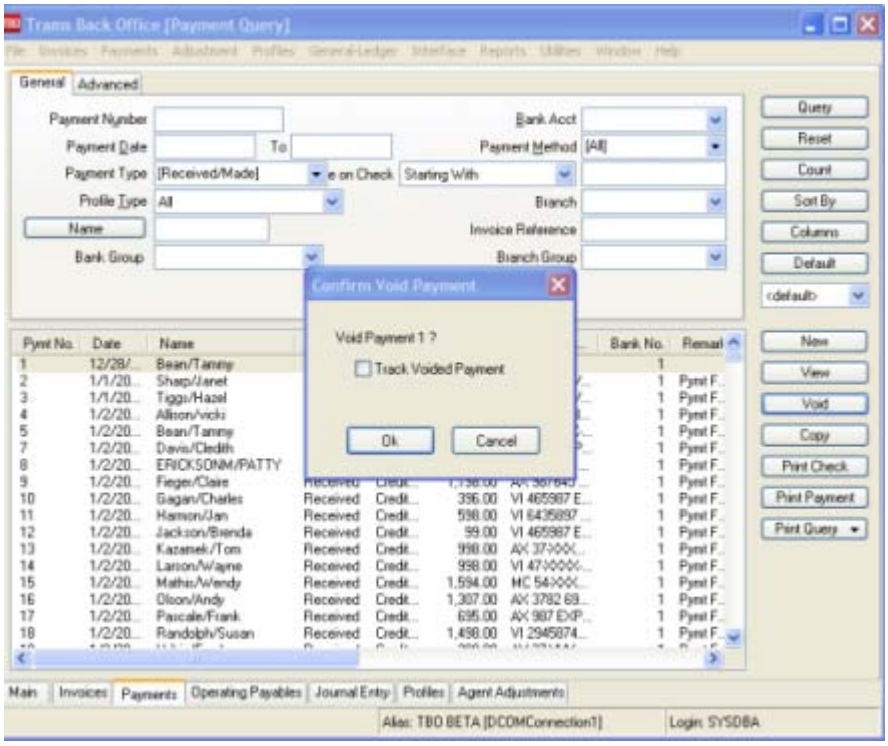
5. Click *YES*.

Note: When a payment is voided in *Trams Back Office*, and *No* to tracking is selected, There is no history of that payment the payment record is erased from the system. Voiding undoes any effects of that payment, therefore, voiding a payment received reopens any invoices closed by that payment.

Voiding a payment also removes any record of the transaction. Voided payments cannot be retrieved but can be reentered. To void a bank transaction, such as a check, and still be able to track the check, enter the amount as 0 and Note in the remarks that the item has been voided. For payments being voided but later re-entered, *Trams Back Office* recommends printing the payment by clicking *Print Payment* before voiding the payment.

Also void a payment from within an Invoice Query by highlighting a booking line. Look at the right-hand side of the screen. There is a prompt, ***Void Client Payment (or Void Vendor Payment)***. Select the payment to void and click on it. This voids the payment and opens the invoice for modification.

Void Payment



Note: Selecting *cancel* after voiding a payment from within a booking only cancels changes made to the invoice *after the void.* If querying for a partial payment and voiding a payment linked to a closed invoice, there is this prompt: ***This payment represents a partial payment for one or more invoices. Are you sure you want to void? Yes. No.***

Donna wants to edit a cruise booking that has already been closed with a payment. First, Donna queries for the payment by clicking on Print Payment, she will have a copy of the payment to reenter. When she tries to void the vendor payment, she gets a warning message that reads: *Warning: Void payment number xxx. OK Cancel*

Although Donna is thankful for the reminder, she selects *Yes*. She uses the information from her print out to immediately reapply and clear the payment when she is done with her invoice edits.

Print Check from Query

Using *Print Check* brings up the check writer screen and defaults to the check number selected. Use this option if only printing one check or printing a duplicate check for the agency's records. (For more information on Printing Check see Check Writer in the Reports chapter of the manual.)

Use <Shift> left-mouse click for selecting a range of items. Use <CTRL> left-mouse click to select multiple individual items in any order. When selecting multiple items to Print Checks for on the Payment Query Screen, these only print if there are NOT assigned check numbers in Payments. Ensure that in **Utilities|Setup|Global Defaults|Prompt**, the **Assign Ck #'s in Payments** box is UNCHECKED. If checked multiple checks cannot be printed at one time from the Payment Query Screen.

Print Payment

To void and reenter a payment, use the Print Payment button to take a snap shot of the payment to use as

a reference for data entry.

1. Query the payment.

2. Click the payment to highlight the selection.

3. Click *Print Payment*.

Receive a payment report for the selected payment. A confirmation warning message prevents the *Trams Back Office* operator from inadvertently voiding a payment.

Print Query

Use *Print Query* to print out the isolated list created in the payment query screen. The report shows the payment number, Date, Payee name, Payment Type, Payment Method, Amount, Check or Credit Card Number, and Bank account.

Tip: Print selected payments by using SHIFT or CTRL and the mouse.

Re-apply a Payment

To reapply a payment highlight the payment in the results screen, right mouse click and select *Re-apply Payment.* When re-applying a payment, the new payment screen Date field will default to the current system date. Re-apply the payment by changing the *Name* of the payment and toggle the payment closed as usual.

Note: As soon as the *Create New Payment* screen is displayed, the original payment is deleted. Be aware that if canceling from this screen and not completing the *Re-apply* process, that original payment is still deleted and must be re-entered again.

Right-Mouse Click Menu in Payment Query

New	New - create new payment.
View	View the payment.
Void	Void the existing payment.
Copy	Copy the existing payment.
Print Check	Print check for the payment.
Print Payment	Print payment the payment.
Re-apply Payment	Re-apply payment - voids exiting payment, create new payment with different payment information.
Query All Invoices	Query all Invoices related to this payment.
Query All Payables	Query all payables related to this payment.
Query Bank Deposit	Query for the Bank Deposit so it can be voided in addition to just viewing it.

Payment Codes

Payment Codes are used for recurring payments such as rent and payroll. This code is used to Query the payment later, so the payment can be easily duplicated. All *Payment Types* can be set up for Payment Codes. For example all payments made at the beginning of the month could be coded beginning with the letter "B". All payroll entries could be coded beginning with the letter "P." All payments made automatically through the bank accounted could be coded beginning with the letter "E."

1. Click **Payments|Made**.

2. In the *Amount* field, type in the dollar amount.

3. Change the *Payment Date* (if it is not the current date) by typing in the proper date.

4. The *Bank Acct* field should be the bank account number (1, 2, 3, etc.). To change the default, type in the new number, or click the arrow.

5. In the *Remark* field, enter free flow information.

6. Select the *Payment Method*.

7. If *Payment Method* is check, type in the check number in the *Check/CC No* field. Otherwise, leave blank.

8. If this payment is also associated with a group, type the group name in the *Payment Group* field.

9. Type in the *Payment Code*, such as BRent, BPhone, etc. for payments paid the beginning of the month.

10. Click the *Profile Type* field and change it to *Other* by clicking the arrow.

11. In the *Name* field, type in the name of the person (or company) being paid. *Trams Back Office* displays any matching profiles. Click the profile of choice. If there is no match, *Trams Back Office* prompts to build a new profile. (See Other Profiles in Profiles chapter.) Click *OK* to process.

12. *Trams Back Office* prompts, "*Create a Journal Entry? Yes or No*."

13. If maintaining the General Ledger in *Trams Back Office,* click *YES*. (See Journal Entry in General Ledger chapter) Click *OK* to save.

To create a new payment using the Payment Code:

1. Click **Payments|Query|Payment**.

2. Click on the Advanced Tab.

3. In the *Payment Code* field type in the letter "B" to query all payments to be paid the beginning of the month.

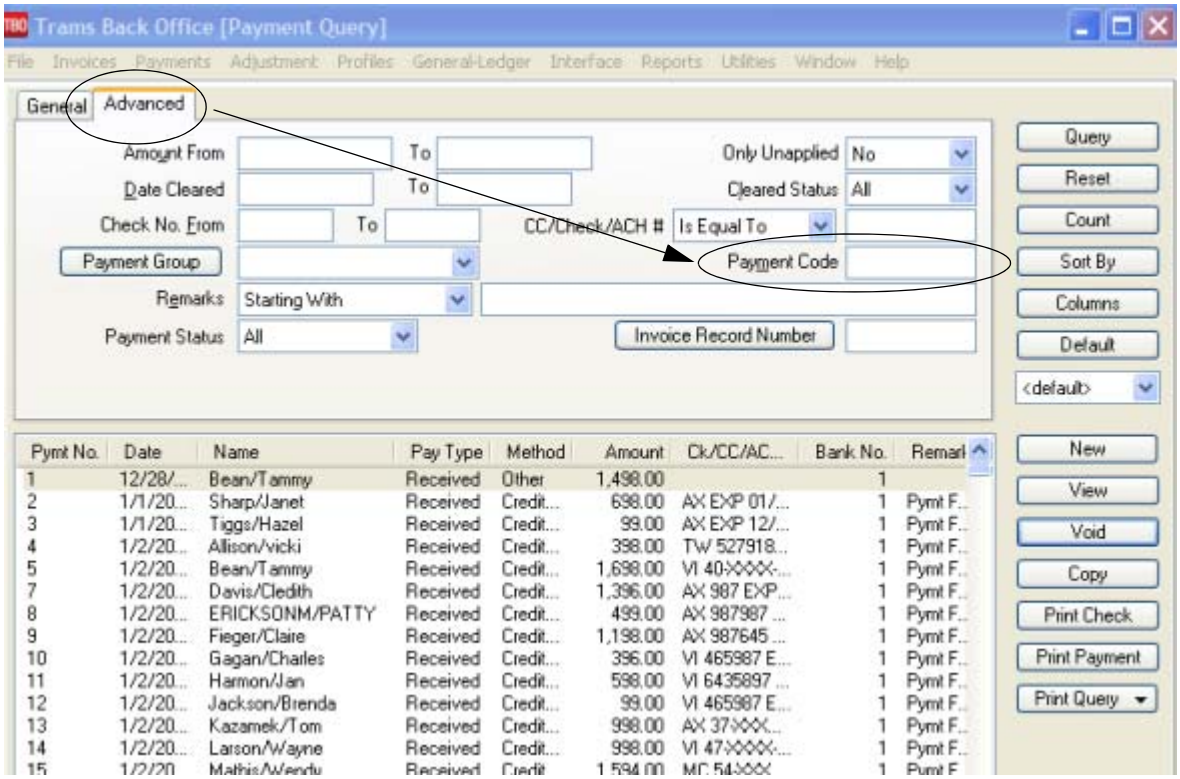
4. Click *Query* to process.

5. Click on the desired payment, then click *Copy*. Make the necessary changes (Date, Check #, and Amount). Click *OK* to save. *Trams Back Office* prompts*, "Is Payment Information Correct?"* Click *YES*.

6. Trams Back Office prompts, "*Create a Journal Entry?"* Click *YES* if maintaining the General Ledger. Make the necessary changes (Remarks and Amount). Click *OK* to save.

You always pay your rent and gas bill the beginning of each month. Last month you put a Payment Code called B*rent* in the Payment Code field for the rent check and a Payment code called Bgas in the Payment code field for gas company check. You can query for both of last month's payment by entering *"B"* in the Payment Code field (under **Payments|Query|Payments***)* and clicking on *OK*. When you see the payment in the query box you can click on the *Copy* button and make a copy of the original payment. The new payment has today's date and you can adjust the rest of the fields if needed. Click on *OK to save.*

Payment Code Query


Trams Back Office [Payment Query]
File Invoices Payments Adjustment Profiles General-Ledger Interface Reports Utilities Window Help
General
Advanced
Amount From
To
Only Unapplied
No
Date Cleared
To
Cleared Status
All
Check No. From
To
CC/Check/ACH #
Is Equal To
Payment Group
Payment Code
Remarks
Starting With
Payment Status
All
Invoice Record Number
Query
Reset
Count
Sort By
Columns
Default
<default>
Pymt No.
Date
Name
Pay Type
Method
Amount
Ck/CC/AC...
Bank No.
Remark
1 12/28/... Bean/Tammy Received Other 1,498.00 1
2 1/1/20... Sharp/Janet Received Credit... 698.00 AX EXP 01/... 1 Pymt F...
3 1/1/20... Tiggs/Hazel Received Credit... 99.00 AX EXP 12/... 1 Pymt F...
4 1/2/20... Allison/vicki Received Credit... 398.00 TW 527918... 1 Pymt F...
5 1/2/20... Bean/Tammy Received Credit... 1,698.00 VI 40XXXX-... 1 Pymt F...
7 1/2/20... Davis/Cledith Received Credit... 1,396.00 AX 987 EXP... 1 Pymt F...
8 1/2/20... ERICKSONM/PATTY Received Credit... 499.00 AX 987987 ... 1 Pymt F...
9 1/2/20... Fieger/Claire Received Credit... 1,198.00 AX 987645 ... 1 Pymt F...
10 1/2/20... Gagan/Charles Received Credit... 396.00 VI 465987 E... 1 Pymt F...
11 1/2/20... Harmon/Jan Received Credit... 598.00 VI 6435897 ... 1 Pymt F...
12 1/2/20... Jackson/Brenda Received Credit... 99.00 VI 465987 E... 1 Pymt F...
13 1/2/20... Kazamek/Tom Received Credit... 998.00 AX 37XXX... 1 Pymt F...
14 1/2/20... Larson/Wayne Received Credit... 998.00 VI 47XXXX-... 1 Pymt F...
15 1/2/20 Mathis/Wendy Received Credit 1,594.00 MC 54XXX 1 Pymt F...
New
View
Void
Copy
Print Check
Print Payment
Print Query

Processing TAFP Service Fees - ARC Only

There is a TAFP service fee processing report for agencies who process their credit card service fees through ARC. The TAFP complies with ARC standards with the details of all service charges paid with a client credit card.

The following is the suggested method of entering TAFP transactions into *Trams Back Office*:

1. Create a Vendor profile called TAFP. (This can be done when entering the service fee booking by typing TAFP in the Non ARC Vendor field, or the profile can be created through the main Profiles menu.)

2. When creating this profile, enter TAFP in the GROUP/BATCH field. ***This is important***.

3. Create a 6000 series expense account called Credit Card Processing Fees.

Now:

1. Enter a Supplier booking with a Travel Type of Svc Fee, the Non-ARC Vendor as TAFP and enter the document number in the Confirmation Number field.

2. Enter the amount of the fee in the Total Fare field.

3. Leave the Tax field blank and enter a commission amount equal to the net amount expected to be received from ARC (presumed to be 96.5% of the Total Fare).

4. Close the supplier booking with a credit card payment. This creates a negative Vendor Balance for the vendor TAFP.

5. At the end of the week run the TAFP report and submit to ARC for the previous Monday to Sunday dates.

6. When processing this report, be sure the Vendor Group field reads TAFP.

7. Please see Section entitled “Processing TAFP Service Fees” in th*is* chapter for complete instructions.

8. When money is received from ARC, enter a payment received with profile type of Vendor Supplier and a name of TAFP, and close the booking(s) to which it applies.

In certain cases:

1. If, in the invoice commission field, there was entered the net amount less the fee ARC/BSP charges, close the booking.

2. If a commission amount entered on the invoice equaled the total fare, close the booking and leave the balance unapplied. This is the 3.5% ARC/BSP fee.

3. Enter a second payment received for this ARC/BSP fee amount, with a Pay Method of Other, Profile Type of Vendor/Supplier and Name of TAFP.

4. This clears the unapplied balance. When prompted for the debit side of the journal entry, enter the 6000 series Credit Card Processing Fees expense account created in Step 3.

10

General Ledger

This chapter contains the following sections:

- Maintaining a GL in Trams Back Office
- General Ledger Query Feature
- Journalized by Transaction vs. Through End of Period
- End of Period Journal Entry (Full and Pseudo)
- Journal Entry
- Budget Entry
- Year End
- Voiding End of Period and Year End
- Accounts
- Generate Budget
- G/L Account Reconciliation

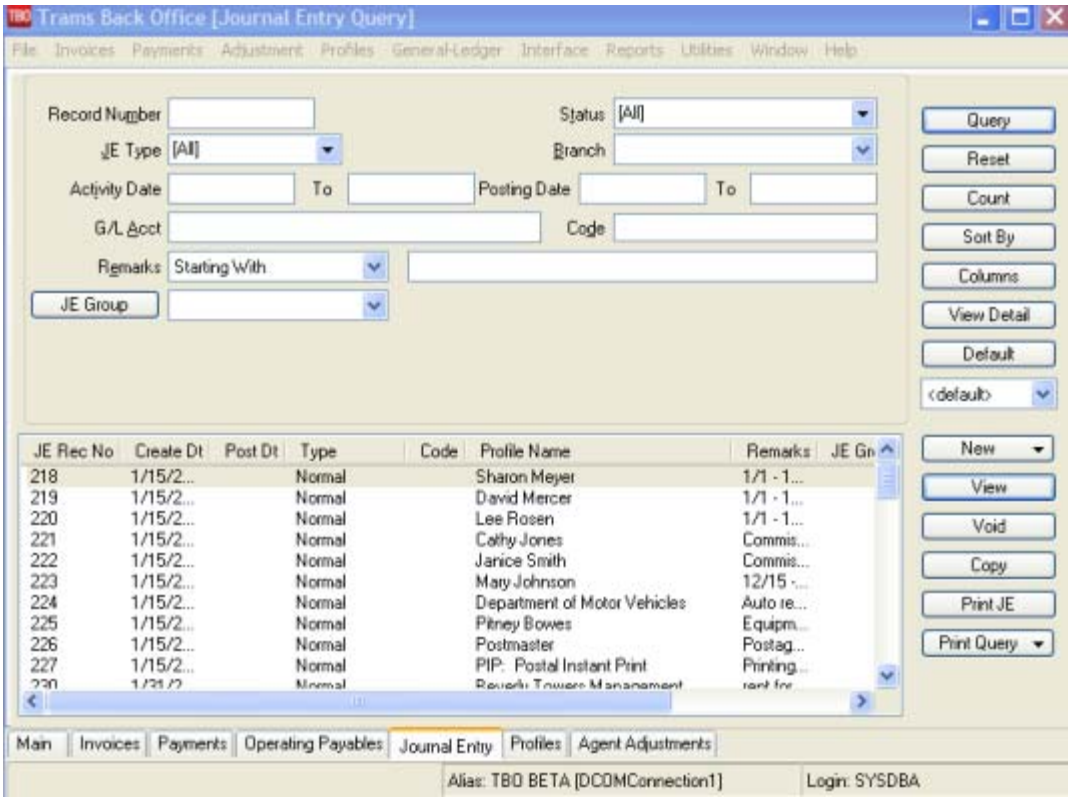
Maintaining a General Ledger in TBO

The *Trams* Back Office system includes a fully integrated General Ledger. Because the General Ledger is a direct by-product of the Four Core Reports, its successful implementation in *Trams Back Office* is key. This chapter outlines using the General Ledger in *Trams Back Office*.

The General Ledger is active the day the first invoice or payment is entered in *Trams Back Office*. The system makes it easy by automatically recording all the journal entries associated with every invoice, refund, client payment made or received, vendor payments made or received, and ARC/BSP settlement payments. ***Trams Back Office* sends these journal entries to the general ledger with one routine called "End of Period."** Learn more about the End of Period journal entries in this chapter. The only journal entries not included in the End of Period routine are those associated with bank withdrawals, and payments received or made using a Profile Type or Pay Method of "Other." These types of transactions require journal entries transaction by transaction.

What follows is a basic overview on integrating the invoice and payment entries into the General Ledger. These procedures are only recommendations, and are designed to be simple and basic. An accountant is still recommended for review, adjustments, taxes and year-end closings. Any variations (and the level of detail) are entirely up to each agency and the user's level of experience with accounting. It's a good idea to confirm decisions with the agency's accountant.

Query - Retrieving an Existing JE

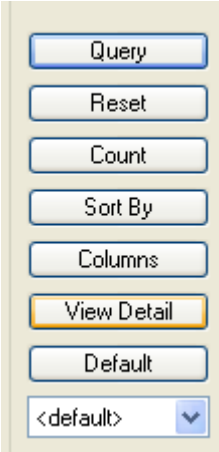

Trams Back Office [Journal Entry Query]
File Invoices Payments Adjustment Profiles General-Ledger Interface Reports Utilities Window Help
Record Number
Status [All]
JE Type [All]
Branch
Activity Date To
Posting Date To
G/L Acct
Code
Remarks Starting With
JE Group
Query
Reset
Count
Sort By
Columns
View Detail
Default
<default>
JE Rec No Create Dt Post Dt Type Code Profile Name Remarks JE Gr
218 1/15/2... Normal Sharon Meyer 1/1 - 1...
219 1/15/2... Normal David Mercer 1/1 - 1...
220 1/15/2... Normal Lee Rosen 1/1 - 1...
221 1/15/2... Normal Cathy Jones Commis...
222 1/15/2... Normal Janice Smith Commis...
223 1/15/2... Normal Mary Johnson 12/15 -...
224 1/15/2... Normal Department of Motor Vehicles Auto re...
225 1/15/2... Normal Pitney Bowes Equipm...
226 1/15/2... Normal Postmaster Postag...
227 1/15/2... Normal PIP: Postal Instant Print Printing...
New
View
Void
Copy
Print JE
Print Query
Main Invoices Payments Operating Payables Journal Entry Profiles Agent Adjustments
Alias: TBO BETA [DCOMConnection1]
Login: SYSDBA

Using Query, retrieve a previously entered journal entry. The fields displayed above identify the criteria by which a journal entry can be located. Use each of these fields captured within a journal entry to locate a journal entry. The more criteria entered in Query, the more selective the search for matching journal entries becomes. Enter the criteria available or applicable and the system provides a complete listing of journal entries matching that criteria.

For example, if the only criteria entered into the Query screen is the Journal Entry Type of End of Period, a listing of all End of Period journal entries ever created is displayed in the order they were created by JE number for selecting. If, in addition to the Journal Entry Type, an Activity Date is completed, then the list is narrowed and only includes End of Period journal entries created within that time frame.

Note*:* Activity Date and Posting Date automatically default the To field to whatever is entered into the From field. This allows for quick retrieval by Date, or enter ranges.

To the right of the *Remarks* field is a separate field with selection options or operators: Is Equal To, Is Not Equal To, Is Blank, Is Not Blank, Starting With, Contains, In, and Not In. These operators help to more narrowly define the search. (When doing searches on fields containing “wildcard” search criteria using the selections of “IN” and “NOT IN," it is desired for the field to contain the complete string entered between the delimiters or the exact match). In other words, In and Not In works like Is Equal to or Is Not Equal to except that the list of values when using In and Not In when separated by a comma will search for each value in the list. The entire text would need to match exactly for Is Equal to or Is Not Equal to.



Buttons on the right side of the screen are also broken into two sections. *Query, Reset, Count, Sort by, Columns*, *View Detail* and *Default* are

• *Reset* clears away any previous query criteria in the General and Advanced tab.

• *Count* gives the number of items that match the query criteria.

• *Sort by* displays the results once the query is executed.

• *Columns* is used to select which columns of data to display in the results screen. Click *Columns* and choose the columns displayed by highlighting the column in the *Available Fields* and clicking the left arrow to move it over to *Displayed Fields*. Using the red up and down arrows, put the column in the order wanted to appear on the results screen. Click *Save Settings* and *OK.* Go to the results screen and size the columns. Go back into *Columns,* click *Save Settings* and *OK* to save (make sure to select sorts before saving).

- Drag and drop the columns to re-position them on the results screen if desired. Do this by clicking on the column to move, holding down the left mouse button, and sliding the column to any position on the query screen. To place a column to the right or left of any existing column, stop on the column to the right or left and release the mouse. The moved column is inserted in the correct place. Go into *Columns,* click *Save Settings* and *OK* to save.

- *View Detail* is similar to how the button works in the invoice query screen, when View Detail is selected, the details of each journal entry screen are now displayed in the query results grid. The query results default to the traditional summary view, when the view detail button is clicked the results changes to list each item in journal entry separately.

- *Default* is where to save queries and filters in the query following these directions:

1. Change the selection criteria on the results screen for the new query to save.
2. Click *Default*.
3. Type in the new query name in the *Setting Name* field.
4. If this saved query is the default, at the top of the drop-down window, check *Set As Default*.
5. Select *Per User* (on this one workstation only) or Global (on everyone's sets).
6. Click *OK* to save.

To remove a saved query from the list, check the *Remove the Current Named Setting* box, click *OK* and the saved query is no longer available for use in the drop down field.

Once the listing of matching journal entries is displayed through Query, any journal entry can be added *(New)*, viewed *(View)*, copied *(Copy),* printed (*Print JE)* or (*Print Query) or* voided *(Void)*.

Selecting Queried Journal Entries

To select a Journal Entry to view or modify, once the listing of matching journal entries is displayed on the screen, either double click the item or highlight the appropriate journal entry and click *View*. **Note**: If the journal entry was created from within a payment entry, *Trams Back Office* suggests retrieving the payment to view the journal entry.

Tip: Use Ctrl-PgDn/Ctrl-PgUp to access next or previous payment.

Copying Queried Journal Entries

To copy information from an existing journal entry as defaults into a new journal entry, highlight the appropriate journal entry to be copied, and click *Copy*. The system displays a new journal entry record with all defaults completed from the copied journal entry.

Tip: The date does not default to the copied journal entry's date but instead defaults to the system date. Add, change or delete any of the journal entry lines by highlighting the line, making the change, and electing *Add, Update,* or *Delete*. This shortcut may come in handy for quickly entering recurring journal entries, such as depreciation tables and budgets. If combined with the ability to Query by Journal Entry code, recurring journal entries are quickly captured into *Trams Back Office*.

Print Journal Entry

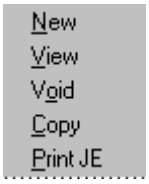
To void and reenter a Journal Entry, use the Print JE button to take a snap shot of the entry to use as a reference for data entry.

1. Query the Journal Entry.
2. Click the Journal Entry to highlight the selection.
3. Click *Print JE*.

Print Query

Use *Print Query* to print out the isolated list created in the Journal Entry query screen. Select what Journal Entries are to be printed by using SHIFT and CTRL.

Right-Mouse Click Menu in Journal Entry Query



New - create a new journal entry.

View the journal entry.

Void the journal entry.

Copy the journal entry.

Print JE - prints the journal entry.

Sorting Journal Entry Data

Sort data in all query screens in two ways:

1. “Quick” sort by one field by clicking on a column in the results screen. The first time click sorts the column in ascending order (first to last or earlier date to more current date), and clicking on the same column a second time sorts in descending order (last to first or current date to earlier date).

2. Sort in Ascending or Descending order by up to 3 columns. When clicking *Sort By*, select the first, second or third column sort and what order (ascending or descending) the data is to be displayed. Enter the

selection criteria and click *Save Settings* and *OK*.

Voiding a JE- If the Record Number is Known

1. Click **General Ledger|Query**.
2. Type in the record number of the journal entry being voided. Click *Query* to process.
3. Click and highlight the journal entry and click *Void*.
4. *Trams Back Office* prompts, *Void This Journal Entry*? Click *YES*.

Void if the JE's Record Number is Not Known

1. Click **General Ledger|Query**.
2. Query by any one (or more) of the fields shown. (It is best not to fill in all of the fields. Usually two or three are sufficient.)
3. In the *Journal Entry Type* field, click the arrow to see a list of types of journal entries to void. Choices are *Normal*, *End-of-Period*, *Year-End, Recurring, Budget,* or choose *All*.
4. In the *Status* field, change the status to read *Unposted*.
5. In the *Activity Date* field, enter the date or a date range in *From* and *To*, that the journal was dated.
6. Click *Query* to process.
7. *Trams Back Office* displays all matches. Click the correct journal entry, highlight it, and then click *Void*.

Note: End of Period and Year End entries ***cannot*** be voided from this screen. See "Void End of Period and Year End Entries" section of this chapter.

8. *Trams Back Office* prompts, *Void This Journal Entry*? Click *YES*.

Note: When a journal entry is voided in *Trams Back Office*, no history of that journal entry is maintained. The journal entry record is erased from the system. If the journal entry was created from within a payment, also void the payment. *Trams Back Office* suggests in this situation to void the payment and the system automatically voids the journal entry.

Journalized by Transaction vs. Journalized Through the End of Period

Invoices

One purpose for entering invoices into *Trams Back Office* is to maintain sales figures which are reflected in a report called the *Invoice Activity Report*. Sales and Cost of Sales (or Gross and Net) are reflected on the Invoice Activity Report and are printed for any specified period. Another reason for entering Invoices into *Trams Back Office* is to create the Client, Vendor and ARC/BSP Balances passed through the agency as a result of these Sales and Cost of Sales. The Client Balances are created from the Total Fare or Sales figure and the vendor and/or ARC/BSP Balances are created from the Net Fare or Cost of Sale.

Instead of updating Sales, Cost of Sales, Client, Vendor and ARC/BSP Balance accounts within the General Ledger each time an invoice is entered, *Trams Back Office* updates these accounts once through the "End of Period" journal entry. Therefore, during the period, invoices can be entered, modified, and voided with no effect on the General Ledger until the End of Period journal entry is created.

In the world of accounting, there are always at least two GL Accounts to every journal entry. In the case of

Invoices, the Total Fare updates the Sales accounts and Accounts Receivable (Client Balances) and the Net Fare updates the Cost of Sales accounts and the Accounts Payable (Vendor and/or ARC/BSP Balances). In the case of payments affecting the bank account, one side updates the bank balance and the other side is a General Ledger account which indicates the description of the payment itself (what it was for).

Payments

In Trams Back Office, there are five types of payments received and made. Selecting the *Profile Type* when entering a payment determines which reports will be affected.

Profile Type	Report Affected
Client	Core/Client Balances
Vendor	Core/Vendor Balances
Agent	Prompts user to enter a Journal Entry
Other	Prompts user to enter a Journal Entry

Each of these payments also update the bank balance.

Payment Types	
Client	Entering client payments updates specific client account balances and are either applied to specific ARC/BSP and Supplier type invoices or turned into a voucher, as a credit on the client's account. To maintain accurate client balances, all invoices and client payments received and made must be entered into Trams Back Office.
Vendor	Entering vendor payments updates specific vendor account balances and are usually applied to invoices containing a *Submit to* of *Supplier*. To maintain accurate vendor balances, all Supplier type invoices, as well as all Vendor payments received and made, must be entered into Trams Back Office. Entering Vendor payments received where the *Submit To* field in an invoice contains *Comm Track,* clears any commission tracking bookings. Vendor Statements (**Reports|Vendor|Statements**) are maintained by applying vendor payments to open Comm Track bookings. Comm Track-type bookings do not update the General Ledger until a Vendor-Comm Track payment has been applied to a booking.
Agent	Payments Received and Made with a Profile Type of Agent do not link to a Sale or Refund invoice, hence, the user is prompted to create a journal entry.
Other	Payments Received or Made with a Profile Type of Other do not relate to Sale or Refund invoices, hence the user is prompted to create a journal entry; i.e., agency expenses and uninvoiced receipts.
ARC	Approximately ten days after submitting the ARC/BSP report, ARC/BSP either deposits or withdraws payment to/from the bank account. See the section ARC/BSP Settlement. Upon completing the ARC/BSP Settlement, all airline vendor account balances are updated, bank balances are automatically updated accordingly.

All Invoices and any payments attached to invoices update the General Ledger when an End of Period posting is performed (**General Ledger|End of Period**). Trams Back Office recommends creating an End of Period for each month or each accounting period, if using 13-period accounting.

Any payments entered with a Profile Type of Other or Pay Method of *Other* triggers a prompt to complete the journal entry (journalized by transaction). The payment type of *Withdrawal* is also journalized by transaction. Journal Prompting Options can be found under the **Utilities|Setup|Global Defaults/Prompt** tab. The prompting option choices are: *Always, Recommended, Never*.

IMPORTANT! Because the End of Period journal entry is a summarized posting of the total balance from the Four Core Reports (Client Balances, Vendor Balances, ARC/BSP Balances and Check Register), the key to creating an accurate End of Period journal entry is to first verify that the detail contained on each of the Core Reports are accurate. If any of the four Core reports is not accurate, the End of Period Journal entry will also be inaccurate.

Example Journal Entries by Transaction

All Payments Made To Other entries should include:

Amount of check	Cash in bank 1000 series	Credit
Amount of check	Proper offsetting acct	Debit

All Payments Received From Other should include:

Amount of check	Cash in bank 1000 series	Debit
Amount of check	Proper offsetting acct	Credit

All Bank Withdrawals entered entries should include:

Amt of withdrawal	Cash In Bank 1000 series	Credit
Amt of withdrawal	Proper Offsetting Account	Debit

All Payments Made to Clients with *Pay Method* of *Other* entries should include:

Amt of payment	Client Balances 1100	Debit
Amt of payment	Proper Offsetting Account	Credit

All Payments Received from Clients with *Pay Method* of *Other* entries should include:

Amt of payment	Client Balances 1100	Credit
Amt of payment	Proper Offsetting Account	Debit

All Payments Made to Vendors with *Pay Method* of *Other* entries should include:

Amt of payment	Vendor Balances 2000	Debit
Amt of payment	Proper Offsetting Account	Credit

All Payments Received from Vendors with *Pay Method* of *Other* entries should include:

Amt of payment	Vendor Balances 2000	Credit

Amt of payment	Proper Offsetting Account	Debit

Example Journal Entries by End of Period

Invoices affect Sales/Cost of sales in the Income Statement. The submit to field and travel type fields in each invoice determine what effect will take place through an End of Period posting. Payments received and made (for all profile types except Other and Payment Methods of Other) affect Accounts Receivables (Client Balances) and Accounts Payables (Vendor Balances) through the End of Period posting. Profile type of Other and Pay method of Other prompt for a journal entry and hit the General Ledger automatically.

Submit to *ARC* Invoices journal entries created by End of Period:

Total fare amount in the invoice for the appropriate travel type for the **date of issuance.**	Sales 4000's	Credit
Difference of the total fare less commission with appropriate travel type for the **date of issuance.**	Cost of Sales 5000's	Debit
Amount of the total fare in the invoice.	Client Balances 1100 (A/R)	Debit
Difference between the total fare and commission amounts.	ARC Balances 2010	Credit

Submit to *Supplier* Invoices journal entries created by End of Period:

Total fare amount in the invoice for the appropriate travel type with the **date of issuance.**	Sales 4000's	Credit
Difference of the total fare less commission for the same travel type with the **data of issuance.**	Cost of Sales 5000's	Debit
Amount of the total fare in the invoice.	Client Balances 1100 (A/R)	Debit
Difference between the total fare and commission amounts.	Vendor Balances 2000 (A/P)	Credit

Submit to *Commission Track* Invoices journal entries created by End of Period:

Total fare amount in the invoice for the appropriate travel type with the **date of vendor payment** (the date payment was received).	Sales 4000's	Credit
Difference of the total fare and commission for the appropriate travel type with the **data of the vendor payment.**	Cost of Sales 5000's	Debit

Payment Received with profile type of *Client* and pay method of *cash or check* journal entries created by End of Period:

Payment amount entered.	Client Balances 1100 (A/R)	Credit
Payment amount entered.	Cash in Bank 1000 Series	Debit

Payment Received with profile type of *Vendor Supplier* and pay method of *cash or check* journal entries created by End of Period:

Payment amount entered.	Cash in Bank 1000 Series	Debit
Payment amount entered	Vendor Balances 2000 (A/P)	Credit

Payment Received with profile type of *Vendor Comm Track* and pay method of *cash or check* journal entries created by End of Period:

Total fare in the invoice (i.e. $400.00)	Sales 4000's	Credit

Difference between the total fare and commission for the appropriate travel type (i.e. $360.00)	Vendor Balances 2000 (A/P)	Credit
Amount of payment received.	Cash in Bank 1000 Series	Debit

Payment Received with profile type of *Client* and pay method of *CC Merchant* journal entries created by End of Period:

Payment Amount	Client Balances 1100 (A/R)	Credit
Payment Amount	CC Merchant 1150	Debit

Payment Made with profile type of *Supplier* and pay method of *cash or check* journal entries created by End of Period:

Payment Amount	Client Balances 1100 (A/R)	Credit
Payment Amount	Vendor Balances 2000 (A/P)	Debit

End of Period Journal Entry

The *End of Period* journal entry is created automatically when the user decides it's time to create it by selecting **General Ledger|End of Period**. The system checks various management reports and takes the totals from those reports to create one large journal entry. This Journal Entry summarizes *Sales, Client and Vendor Receipts and Disbursements*, and *ARC/BSP payments* for the period. This journal entry eliminates the need to create separate journal entries for *Invoices, Client and Vendor Payments*, and *ARC/BSP payments*.

An *End of Period* creates a single journal entry updating all *Sales, Cost of Sales, Commission Income, Client Balances, Vendor Balances, ARC/BSP Balances* and *Cash in Bank* General Ledger accounts based on invoice, client and vendor payments, and ARC/BSP payments created during the period. The first time the *End of Period* is created, the system prompts for both *From* and *To* dates. All future *End of Period* entries prompt only for a *To* date, because the *From* date is one day greater than the prior period's *To* date.

I**mportant Note: Although the End of Period creates a journal entry, as with any other journal entry entered into Trams Back Office, it is not posted to the General Ledger until the Posting routine is processed. See the section on Posting.**

Once creating an *End of Period* for a given month or accounting period, *Trams Back Office* prohibits invoice or payment inputs or modifications within that period. As a result, any report can be printed, at any time, providing a detailed history (or audit trail) of figures used to create any *End of Period* Journal Entry. *Journal Entries, Bank Deposits,* and *Bank Withdrawals* can still be entered within the period.

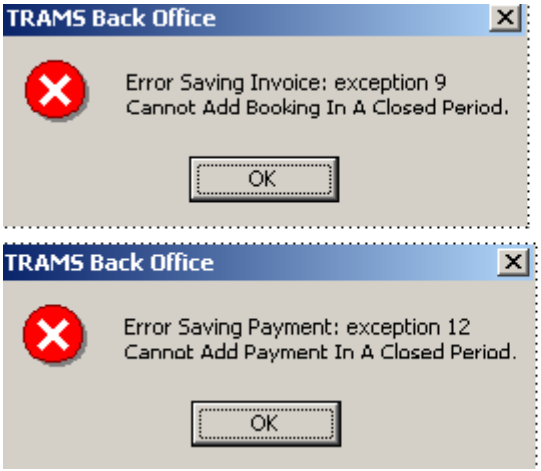
To see a list of *End of Period* entries, print a *Journal Entry Analysis* report for *End of Period* entries.

If an *End of Period* entry is created in error or if corrections need to be made to invoices or payments, the *End of Period* can be voided. (See *Voiding an End of Period.)*

Full End of Period

There are two types of End of Period entries, Full End of Period and Pseudo EOP**.** Access the Full End of Period option by going to **General Ledger|End of Period**.

By default a Full End of Period is created, unless checking *Pseudo EOP, see section below.)*


TRAMS Back Office
Error Saving Invoice: exception 9
Cannot Add Booking In A Closed Period.
OK
TRAMS Back Office
Error Saving Payment: exception 12
Cannot Add Payment In A Closed Period.
OK

Multi-users entering an Invoice or Payment when another user does a Full EOP receive error messages. The description and exception number changes based on what users are trying to save. §

Note: Everyone is logged in automatically as Exclusive Access. Multiusers who are using TBO while a Full End of Period is being performed, receive a message warning them that they are locked out of the payment, invoice, etc. until the Full End of Period is completed. For this reason, multiusers may only want to use the Pseudo EOP option when doing some accounting tasks, until a final End of Period is performed.

Another error message received is *Invalid G/L Number: 0.* If receiving this message, go to **Utilities|Setup|GL Accounts** and check the current setup. This error means that one or more of the fields in the **Utilities|Setup|GL Accounts** is blank.

The Full End of Period can be run and reversed, using the **General Ledger|Void|End of Period**, as many times as necessary until journal entries are posted. A full End of Period must be created for each period in order to create a year end Journal Entry.

Supplier Booking Closed by CC Can Act Like a Comm Track Booking

Allow a Supplier booking closed by Credit Card to act like a Comm Track booking by modifying the End of Period so the sale is deferred until commission is received. To set up this feature:

Step 1: Select a start date which should be at the beginning of an accounting period.

Step 2: Verify that the accounting period prior to the start date is in balance and that the period is posted.

Step 3: Select **General Ledger|Accounts** and create a GL account named Supplier CC Receivable in the 1000 series of accounts.

Step 4: Select **Utilities|Setup|GL Accts|Others**. Next to the Supplier CC Receivable field, enter the GL account number that was created in Step 3.

Step 5: Select **Utilities|Setup|Global Defaults|Prompt**. Change the Supplier C/C transaction in EOP field to *Defer Sales Until Commission Received*.

Step 6: Select **Reports|Report Generator| Print Report**. Print the Report Generator report, CL_TT_AS.RPT (Client Activity by Travel Type) with the following selection criteria.

Date Range: Issue Date

Between: Leave blank

And: Enter the date one day prior to the start date

Invoice Type: All

Submit To: Supplier

Travel Type: All

Invoice Payment Status Client: Closed

Payment Method: C/C

Invoice Payment Status Vendor: Open

Step 7: Select **General Ledger|Journal Entry** and create a journal entry dated one day prior to the start date. For each Travel Type listed on the report printed in **Step 6**, debit the appropriate Sales account for the Total Fare amount on the report, credit the appropriate Cost of Sales account for the Net Fare amount on the report, and credit the Supplier CC Receivable account for the Commission amount on the report.

Pseudo End of Period

The other type of End of Period Entry is a **Pseudo End of Period.** This is used when using *Trams Back Office* in Multiuser mode. This option creates an End of Period entry without disturbing other users. The entry the Pseudo End of Period creates is a "**Normal"** journal entry. Use this entry to view the financial and managerial reports in pseudo post.

IMPORTANT! When creating the Pseudo End of Period, there is a prompt to void the entry before creating another End of Period. Void this entry or it will distort the financial statements the next time an End of Period is run. To void out a Pseudo End of Period, go to the Journal Entry query screen and type *ps* (standing for pseudo) into the Remarks field. This bring ups all Pseudo EOP Entries. Click *Void.*

Journal Entry

Journal Entries are created and then posted to the General Ledger, thereby updating the balances in specific General Ledger accounts. Since most day–to–day journal entries are created automatically from invoice and payment input, individual journal entries entered here are used primarily for adjusting or correcting entries.

Entering Journal Entries

1. To create new journal entries from the General Ledger menu, select *Journal Entries*, or from the *Journal Entry Query* screen, click on *New*, then select *Journal Entry:*

2. Select the desired settings.

Trams Back Office also prompts for specific Journal Entry line items:

Journal Entry Code	***For recurring journal entries a Journal Entry Code can be assigned here for future selection in the Query screen and for easy duplication.***
Activity Date	Type in the date of the financial period to appear.
Group	A GL Group created in **Utilities|Setup|Groups** can lump together multiple JE entries for reporting purposes.
Remark	Remarks are for reference. They appear on all General Ledger historical reports and apply to this entire Journal Entry.

Table 1: Journal Entry line items

Account Name/Number	***A specific G.L. account can be identified by either Account #, or Name. Enter all or part of either # or name and Trams Back Office presents a pull-down list of all matches, and allows for selection from that list. If Account Number is entered completely, Trams Back Office selects the specified account without prompting for Name.***
Branch	*Trams Back Office* allows a branch specifier on journal entry lines where the account number is in the 4000-9999 range. This branch specifier is used when printing an Income Statement for a particular GL branch. Any GL branches are shown under **Utilities|Branch Numbers**. (**Note**: Under **Utilities|Global Defaults**, remember to set the *Branch* option to FULL.)If the system is set up for Multiple Balance Sheets, enter a specified branch for accounts in the 1000-3999 range also. This branch specifier is used when printing a Balance Sheet.
Debits	***Enter the debit amount to be applied to the specific General Ledger account. If entry is to be a credit amount, leave field blank and click the Credit column.***
Credits	Enter the credit amount to be applied to the specific General Ledger account. If entry is to be a debit amount, leave field blank.
Detail Group	Tag a Debit or Credit entry with a Detail Group for reporting purposes. This group can be set up under **Utilities|Setup|Groups.**
Remark	Enter a specific remark for this Debit or Credit Entry for reporting purposes.

Note that at the bottom of the column for both debits and credits, *Trams Back Office* maintains a running total balance for each. For the journal entry to be accepted, debits must equal credits. Most daily journal entries are entered from within the Payments menu when prompted, except for the End of Period journal entry (which the system creates) and any correcting or adjusting entries made from within the General Ledger menu. If journal entries are entered directly from Payments, the Activity Date is set to the Payment Date, and the remarks are filled in, followed by the Profile Name.

On Payments Made, Payments Received and Withdrawals, *Trams Back Office* automatically completes the first journal entry line (adding or subtracting from the appropriate bank account) and only the offsetting journal entry lines need to be completed. Be sure that bank accounts are assigned to proper General Ledger accounts under **Utilities|Setup|GL Accts**.

3. Click *OK* to Save.

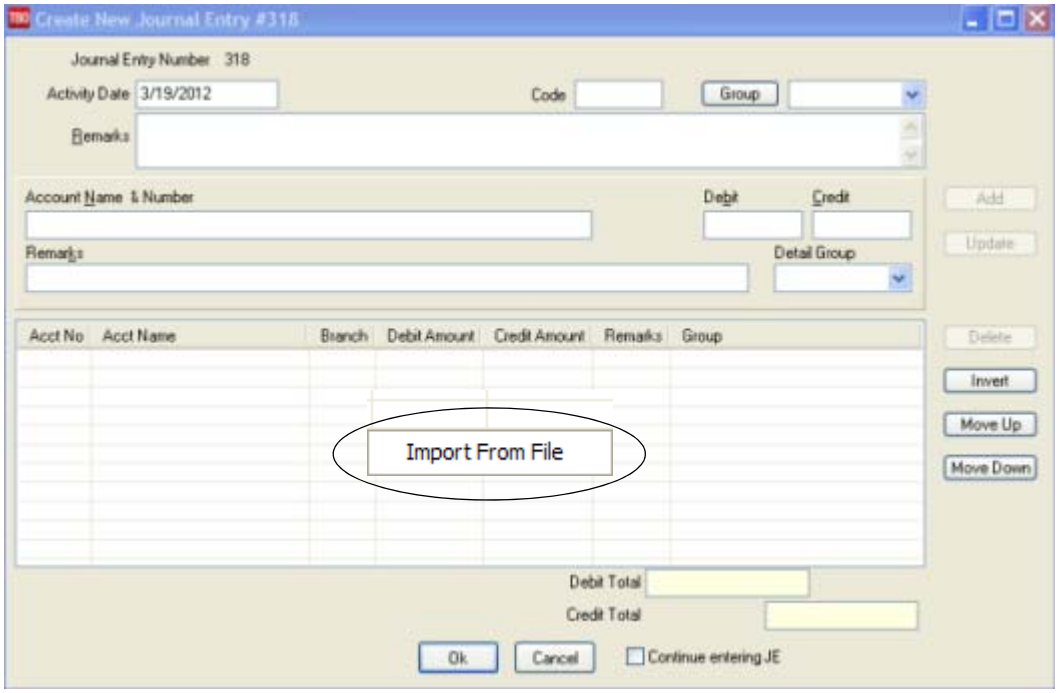
Please also review our General Ledger recorded trainings at select Training, TBO, and Recorded Trainings.

JE Import From File

If the agency has very large recurring periodic Journal Entries that would normally be entered by hand or copied and then modified manually there is an option to import an external JE from another source.

When creating a new Journal Entry, right-click anywhere in the JE line-by-line creation window at the bottom

of the screen and an *Import From File* option is displayed.



Highlight the displayed box and left- click on it for an *Import Journal Entry Details From Files* window to open, then browse and select a *tab delimited* .txt file created for a specific normal Journal Entry.

When that *tab delimited* .txt file has been created using the proper format, then the Journal Entry, GL Account lines will be populated automatically from the file.

Column Headers that Must be Present in *Tab Delimited* .txt File for Import to be Successful:

GLNO GLNAME BRANCHNO DEBITAMT CREDITAMT REMARKS

See Help files, **General Ledger|Budget Entry** for more details.

Posting JEs to the General Ledger

In order to maintain an accurate audit trail within the General Ledger, a routine is performed monthly to lock in any journal entries made to date so they can no longer be changed or voided. This routine is called *Posting your Journal Entries*. Until a journal entry is posted it can be changed or voided, even the End of Period journal entry.

Note: **Because of posting's permanent effect, this routine is performed with caution, and only after all Core reports are balanced and their corresponding General Ledger accounts are in sync; usually about the middle of the following month.**

Once posted, all invoices, payments and journal entries for that period can no longer be changed or voided. However, journal entries can always be added to a posted period if an adjustment needs to be entered. Always process a Trial Balance report before posting, saying *yes* to Pseudo Post to see the effects Posting will have.

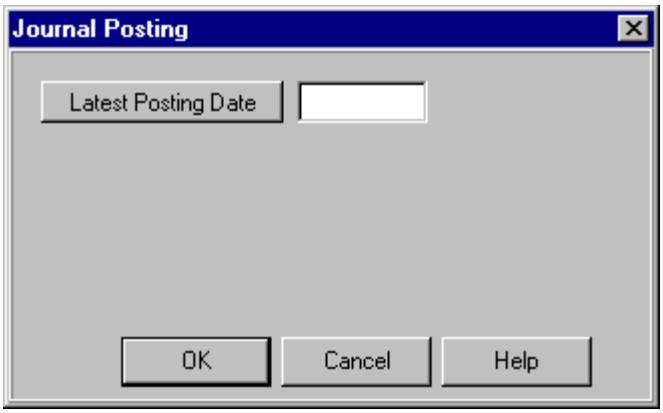
Much time is spent recording daily activities and balancing them. To protect from any future changes once everything is reflecting what it should, posting should be performed. Posting protects the agency from

changes that may affect the financials and tax reporting. *It does not, however prevent a journal entry from being added to a closed and posted period.* We therefore recommend that the creation of journal entries (General ledger/Journal entry) be limited to the person or persons in charge of the financials and be regulated by the use of individual logins. We would also recommend that printed copies of monthly financials be kept on file so that if changes have been made to closed periods they can be identified more easily for verification.

It is also recommended that at the end of each month, run a Journal Entry Query with the *Status* set as *Unposted*. Run for an appropriate posted period, year-to-date of last posted period, last-year-to date of last posted period, etc., to view any unposted items that someone might have added or changed in a posted period. Then verify or delete those items, post them, and run new monthly financials to reflect the changes made.

Steps to Post to General Ledger

1. Click **General Ledger|Posting**.



2. In the *Latest Posting Date* field, type in the last day of the period being posted. All entries are posted up to and including this date. Click *OK* to process.

3. *Trams Back Office* prompts: *XX Item (s) Will Be Posted? Continue? Yes* or *No*

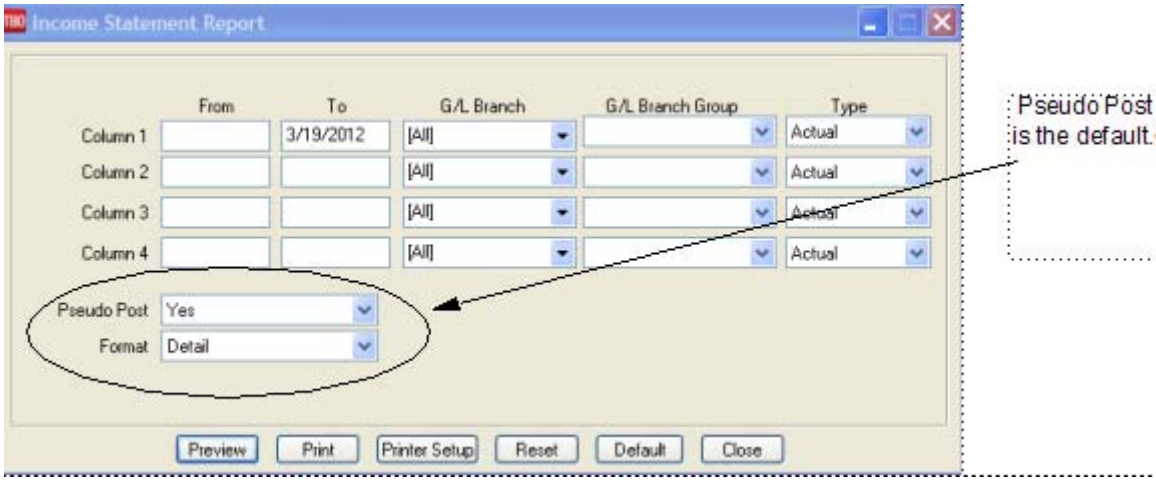
4. Click *YES*.

5. Please also review our General Ledger Recorded Trainings at www.Trams.com, select Support, Recorded Trainings.

Pseudo Posting Journal Entries

Posting journal entries is not just a *Trams Back Office* function, but a general accounting function. Unique to *Trams Back Office* though, is the ability to print financial statements (Income Statements and Balance Sheets) *before* Posting the journal entries. *Trams Back Office* does this through a reporting feature called "*Pseudo Posting*." This means that, as long as all Invoices and Payments have been turned into journal entries (by transaction and through End of Period), preliminary financial statements can be gathered from *Trams Back Office* while waiting for bank statements and ARC/BSP reports to be reconciled by Pseudo Posting.

Pseudo Post/Trial Balance



Budget Entry

Budget Entries provide the ability to estimate *Sales, Cost of Sales*, and *Expenses* and compare *Actual to Budget* in the *Income Statement*.

Entering a *Budget Entry* is exactly the same as entering a *Journal Entry*, except that with a Budget Entry, only specify General Ledger accounts in the 4000-9999 range, and the entry doesn't have to balance - the debits and credits don't have to match. There is also an automatic Budget Entry option (see Generate Budget below). This saves all the work of putting in the budget entries one at a time.

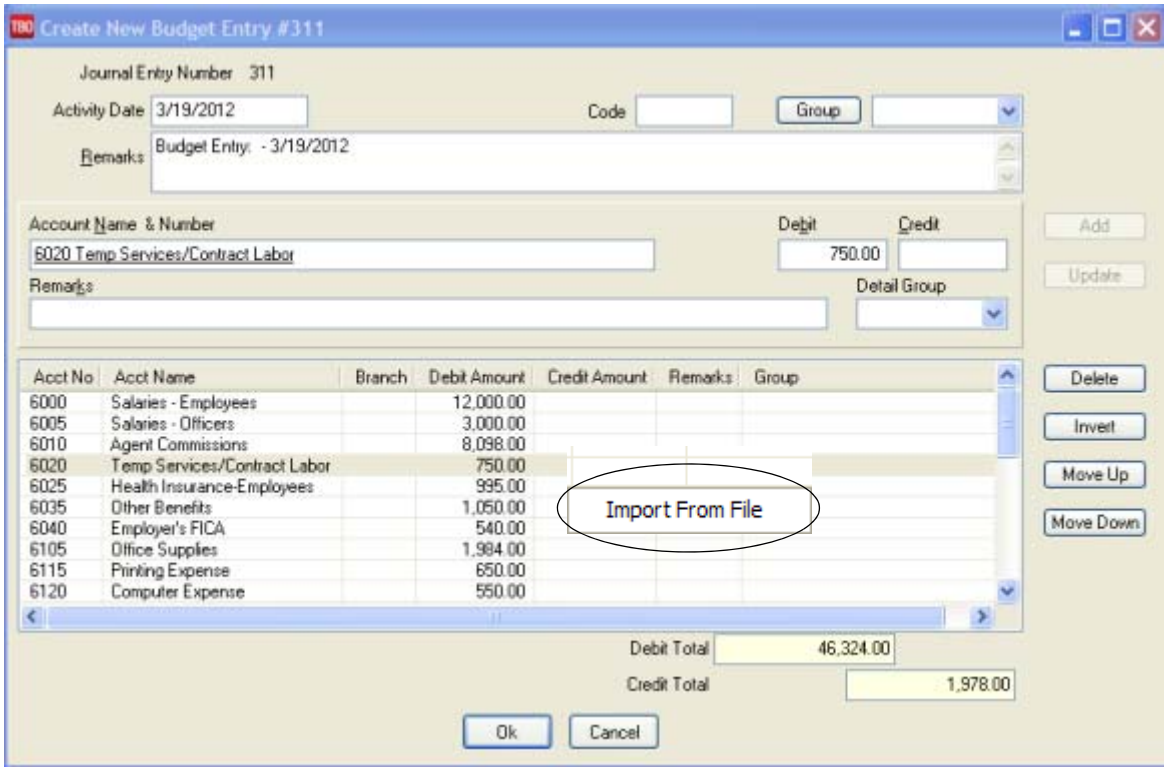
Budget Entries don't affect the Trial Balance or Balance Sheet. The only report they affect is the Income Statement, when choosing to print Budget Entries. They are not posted to the General Ledger as part of the normal posting routine.

See a list of Budget Entries, by printing a Journal Entry Analysis report for Budget Entries.

Creating a Budget Using JE Import From File

A Budget Journal Entry can also be created from a budget that has been created outside of Trams Back Office, in say Excel. When creating a new Budget Entry, right-click anywhere in the JE line-by-line creation

window at the bottom of the screen and an *Import From File* option is displayed.



Highlight the displayed box and left-click on it and an *Import Journal Entry Details From Files* window opens to browse and select a *tab-delimited* .txt file created for a specific Budget Journal Entry.

When that tab-delimited .txt file has been created using the proper format, then the Budget Entry, GL Account lines are populated automatically from the file.

Column Headers that Must be Present in *Tab Delimited* .txt File for Import to be Successful:

GLNO GLNAME BRANCHNO DEBITAMT CREDITAMT REMARKS

Year–End Closing

Year-End closing is done once a year. The year-end entry zeros out all Sales (4000 series accounts), Cost of Sales (5000 series accounts), and Expenses (6000, 7000, 8000, and 9000 series accounts), and rolls over the profit or loss into the Retained Earnings (3000 series account).The Retained Earnings account is designated in **Utilities|Setup|GL Accounts**. The Year-End routine creates a journal entry, which is then posted by the regular posting routine.

1. Enter any adjusting journal entries given by the accountant under **General Ledger|Journal Entry**. Date adjusting entries with the date the accounting year ends.

2. Go to **General Ledger|Posting** to post the adjusting Journal Entry. Click **General Ledger|Year-End**.

3. In the *To* field, enter the year-end date. Click the *OK* button to process. This creates the Year-End Journal Entry. Click the *OK* button to save.

4. Select **General Ledger|Posting**.

5. Type in the *Year-End* date in the *Latest Posting Date* field. Click the OK button to process.

6. TBO prompts, *"xxxx items will be Posted. Continue? Yes, No" Click Yes.*

**Notes: *****If maintaining and balancing the GL in *Trams,* do an End of Period and balance the last month of the year, and post it before doing the Year-End function.

***When a year-end posting has been performed, modifying, adding or voiding journal entries is prohibited if the entry falls within the year end range. If entering a payment or operating payable with a journal entry within the year end period, the payment will be saved but the user will not be able to finish the journal entry portion of the payment process hence users should void the payment. If trying to enter an operating payable since the journal entry cannot be saved, the entire entry is aborted.

Void End of Period and Year End Entries

Voiding an End of Period

To Void an End of Period from the general ledger menu, click *Void*, then *End of Period*. When voiding an End of Period Journal Entry, the system prompts with the last entered End of Period time frame. If this End of Period Journal Entry has not been posted (a “pencil” posting in effect), the system voids the Journal Entry, deleting any history of it and erasing the End of Period restrictions, once again allowing for invoice or payment entries or modifications.

If the End of Period Journal Entry has been Posted (a “pen and ink” version in effect), a warning appears and if OK'd, a similar routine occurs. Instead of voiding the Journal Entry and deleting the history, because it was posted, a reversing entry is created and posted in one step. The reversing Journal Entry created is dated the same date as the original End of Period entry. Please also review our General Ledger recorded trainings at www.Trams.com, select Training, Trams Back Office, and Recorded Trainings.

Voiding a Year-End

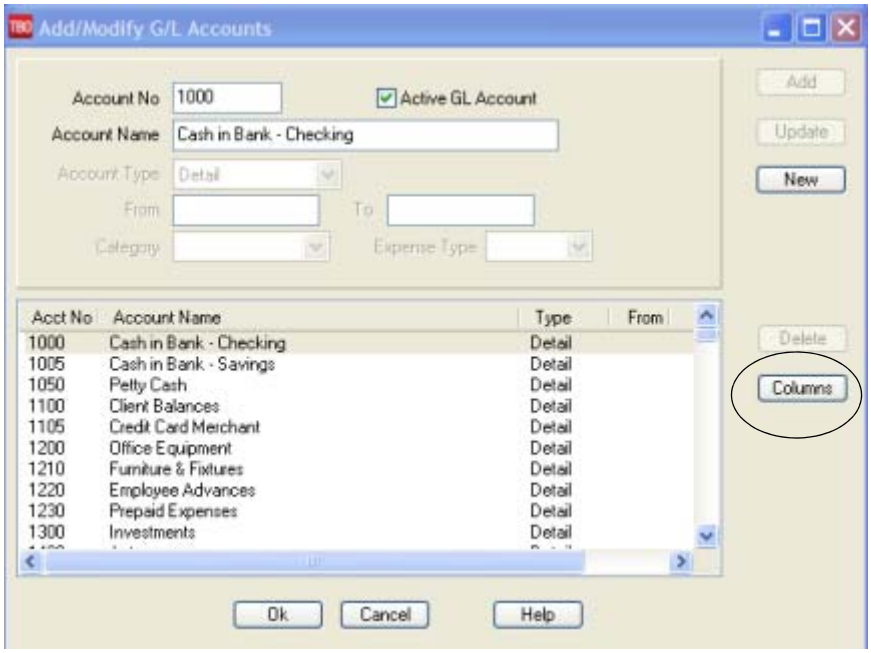
To void a Year End from the General Ledger menu, click *Void*, then *Year End.* When voiding a Year End journal entry, the system prompts with the last entered Year End's *To* Date. If this Year End journal entry has not been posted, the system voids the Journal Entry, deleting any history of it.

If the Year End journal entry has been Posted, a warning appears and if OK'd, a similar routine occurs. Instead of voiding the Journal Entry and deleting the history, the system creates a reversing entry. The reversing Journal Entry created is dated the same date as the original Year End entry.

Accounts (Chart of Accounts)

Please refer to chapter *Setting Up Trams Back Office,* and the section, "Setting Up the Chart of Accounts."

Directions on how to add, delete, and modify an account are discussed in great detail.



Choose Columns on the General Ledger Accounts Screen

Users can select the columns to appear in the G/L accounts display. Also adjusting column widths in the display are saved when the save settings box is checked.

Example:

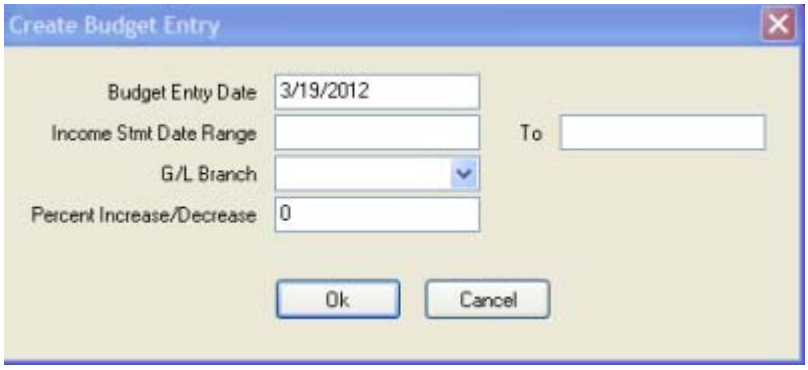
1. Go to **General Ledger|Accounts.**
2. Expand the Account Name field to display more of the name field.
3. Click *Columns*.
4. Make any adjustments to which columns will be displayed
5. Click the *Save Settings* box.
6. Both the column width and the column selections will be saved and displayed.

Generate Budget

Trams Back Office has an option of creating a budget based on actual numbers from an income statement.

1. Generate a budget by going to the main General Ledger menu, then to the Generate Budget menu option.

Generate Budget Entry



2. The *Budget Entry Date* is the date of the budget. If this is October and a budget for November is being created, this date would be 11/30/xx. The Income Statement Period contain the dates of the previous Income Statement used to calculate this new budget. In this example, we are creating a budget for 11/30/12 by using our Income Statement from November 2011. Make sure an End of Period has been performed for the Income Statement dates, otherwise income from invoices is NOT included.

3. Enter a G/L Branch for which a budget is being created from the drop-down menu.

4. Enter a percentage increase (or decrease). A percentage increase or decrease affects both sales and expenses. A 10% increase in sales also increases the expenses by 10%. This may not be the goal, so increase or decrease the items individually.

5. Click *OK* to generate the budget journal entry.

Notice this entry does not balance. **Budget entries do not need to balance.** They do not involve balance sheet accounts, only Income Statement accounts. Each line item on the budget can be adjusted manually by highlighting the entry, make changes above, click *Update*. Edit the *Remark* field, clarifying the budget name or period. Click *OK* to save this budget entry.

Budgets allow analyzing and evaluating the progress of the agency's business, making any adjustments to generate sales or cut expenses to reach goals. This makes budget creation quick and easy.

You are creating a budget for the month of October and want this budget based on the income statement for the same period last year. Select the main General Ledger menu, then the Generate Budget option. Your Activity Date is "10/31/14." Enter income statement dates of "10/01/14" to "10/31/14" and put in a 10% increase.

Trams Back Office uses the income statement from October 2014 as a base and adds 10% to these numbers. Click OK to save your new budget entry.

On October 7, you create an End of Period, and go to the Income Statement screen. Enter the dates "10/01/14" to "10/07/14" in the first line with type set to Actual. You enter "10/01/14" to "10/31/14" on the second line with type set to Budget. Click OK to process this report and see how your agency is progressing. After realizing how much fun this is, you focus on your goal and create a budget for every month of the year.

G/L Account Reconciliation

View any selected GL Account, GL Account Group, GL Branch or GL Branch Group with the appropriate activity date range. Toggle closed corresponding debit & credit items that are deemed matches.

Debits and Credits must equal to save the reconciliation and the amounts are shown in *red* when the Debits and Credits do not match. Query GL transactions by *Posted Status*, and *Cleared Status* (All, Cleared, Not

Cleared) which is very much like only looking at cleared or uncleared in the bank account reconciliation, only it can be done for any GL account.

This reconciliation does not affect any accounting data and the status of any reconciled items is only reflected on the G/L Reconciliation screen itself.

This feature is very useful for 'slush' accounts where items go in and out all the time and the agency just needs to know what items are not yet offset or OPEN. Use it for both company credit card charges to keep track of what has been charged but not yet billed/paid and also for a payroll account that lists advances to employees which need to 'clear' or 'close' after entering the payroll deduction.

Suggested General Ledger Procedures

1. **ARC/BSP Balance Report**

- Enter sales and payment information on a daily basis.

- Submit the report weekly to ARC/BSP.

- Reconcile the ARC/BSP Settlement each week.

2. **Client Balances Report**

- Enter sales and payment information on a daily basis.

- View on a regular basis and review for accuracy.

3. **Vendor Balances Report**

- Enter sales and payment information on a daily basis.

- View on a regular basis and review for accuracy.

4. **Check Register Report**

- Enter Deposits, Withdrawals and Checks on a daily basis.

- Balance and reconcile against the Bank Statement each month.

Daily Routine

1. Capture Sale and Refund Invoices (manual or interface). Enter all adjustment invoices such as debit/credit memos.

2. Enter Receipts and balance the Bank Deposit:

a) Enter each separate receipt under **Payments|Received**. (If there is information available, consider entering any EFT (Electronic Fund Transfer) or Direct Deposit receipts for the day. As these type transactions hit the Check Register directly, these items are not included in the daily deposit to the bank.)

b) Under **Payments|Deposits**, verify the date for which the deposit is being done and *Query* for the receipts to be included in the Deposit.

c) Verify the receipts that are included are receipts actually going to be deposited in the bank.

d) Print 2 deposit slips - one for the agency records and one for the bank.

3. Print a copy of a Receipts Report (**Reports|Payments|Receipts**) for all Cash/Check receipts for each bank account for the day. Balance the total on the report to the bank deposit slip. Attach the report to the agency copy of the deposit slip and file.

4. Enter all agency disbursements in **Payments|Made**.

5. Run the Four Core Reports and review for errors: Client Balances, Vendor Balances, ARC/BSP

Reconciliation and Check Register.

6. Run the G/L Reconciliation Report to catch any G/L errors daily.

7. Backup files (**Utilities|Backup)!**

Weekly (ARC/IAR Sales Report/Reconciliation) Routine

Step 1. Check that the data in the IAR Sales Report matches data in *Trams Back Office* by one of three methods:

a) Method One: Run a list of all invoices captured in *Trams* by going into **Reports|Invoice|Analysis** and verifying that all invoices for the week are accounted for in *Trams*. Then, run a list of all tickets captured in *Trams* by going into **Reports|Invoice|ARC/BSP Reconciliation** and verifying that all tickets issued for the week are accounted for in *Trams*, and be sure to set ticket status to **ALL**.

b) Method Two: Download the IAR file from the IAR website. Go to **Reports|Invoice|IAR Reconciliation** and click the IAR File button to point to the path of the downloaded .txt file obtained from the IAR website. Print out an Exception Report which points out differences between what was submitted to IAR and *Trams* Back Office.

c) Method Three: Download the IAR file from the IAR website.

-- Go to **Payments|ARC Settlement**.

-- Query for the week's ARC tickets so they are displayed on the settlement screen.

-- Click IAR Reconciliation on the ARC Settlement screen.

-- Click IAR Filename and map to the weekly IAR file.

-- Click Query to see the standard IAR Reconciliation Report.

-- For tickets where *Net Remit Do Not Match*, *Ticket Is Voided in IAR but Not in Trams*, or *Missing IAR Ticket*, click *Find Ticket* and the cursor lands on the appropriate ticket on the ARC Settlement screen so *Edit Invoice* appears as normal.

-- For tickets that are *Voided In Trams but Not In IAR*, click *Find Ticket* to go to the booking containing that voided ticket in TBO, so it can be unvoided, allowing the ticket to now show correctly on the ARC Settlement Screen.

-- For any exceptions that are *Missing Trams Ticket*, click off the IAR Reconciliation screen, and manually add the missing tickets. If doing this method, no need to do Steps 2 and 4 below.

Note: This is the same IAR Reconciliation exception report that was only available before under **Reports|Invoice|IAR Reconciliation**. The IAR Reconciliation from the ARC Settlement screen works the same way and provides that same exception report, but now has linking ability to the tickets displayed on the ARC Settlement Screen.

Step 2. Enter any missing Refunds, Debit Memos, Voids, etc. so *Trams Back Office* agrees with IAR Sales Report.

Step 3. Enter and balance the ARC/BSP Settlement for the week under **Payments|ARC Settlement**. Do this by comparing the amount withdrawn to the amount *Trams* calculated as the Net Remittance amount for that ARC/BSP week. If the two numbers do not balance exactly, review the ARC/BSP Settlement section of this manual.

Step 4. Submit the IAR Sales Report.
If processing through ARC/IAR, complete the ARC Settlement right after submitting the IAR Sales Report.

Weekly (BSP Sales Report/Reconciliation)

Complete the BSP Settlement after Weekly Sales Summary has been received from BSP as amounts could be changed from what was submitted.

1. Print an Invoice Analysis Report (**Reports|Invoice|Analysis**) to verify all invoices issued during the week are entered in *Trams*.

2. Print a BSP Reconciliation Report (**Reports|Core|BSP Reconciliation**). Set the ticket status to ALL to verify all tickets issued for the week are entered in *Trams*.

3. Submit BSP Link report through the Internet. If necessary, print the BSP Report (**Report|Invoice|BSP**), set the *Included Items* to *Manual,* and mail it to the area bank.

4. If not using the BSP Link, print the BSP Report (**Reports/Invoice/BSP**) and mail it to the area bank with the auditors' coupons from the tickets issued, **or** verify cash and credit card totals and period net remit if submitting the report through BSP Link.

5. Reconcile BSP's Weekly Sales Summary Report by entering the amount of the BSP Withdrawal in **Payments|BSP Settlement.** Adjust each *Trams* entry to match BSP's report and close all bookings paid for in that BSP period.

Weekly BSP HOT Reconciliation Routine

A BSP HOT Reconciliation can be found under **Reports|Invoice|BSP Reconciliation**. To receive a copy of the BSP Report in the HOT file format, contact:

www.IATA.org/customer

Trams Back Office compares the data in the HOT file to the information in *Trams Back Office* and generates an exception report which lists all the differences between the *Trams Back Office* data and the HOT file. Once the transactions on the exceptions reports have been addressed, the BSP Settlement routine can be completed. The *Submit to* field in the TBO booking must be set to BSP (for both BSP and Web bookings reported via BSP). For web booking exchange transactions, see additional information below.

Reconciliation Steps:

1. Download the HOT file from the IATA Web Site

2. In TBO, go to Reports/Invoice/HOT Reconciliation

3. Click the HOT File Button and browse to where the file was saved

4. Click the Preview Button

5. Reconcile the Exceptions that appear on the Exception Report

Sample Exceptions:

Ticket #	Inv #	Exception Reason
7771113333	5589	Missing HOT Ticket – Ticket is not listed in the HOT file
7771113358	5598	Missing TBO Ticket – Ticket is listed in the HOT file but cannot be found in TBO
7771113362	5600	Remittance Amounts do not match – Commission amounts do not match
7771113375	5612	Total Fares do not match – Ticket amount does not match total fare amount in TBO

Non-automated air web booking exchanges (Air Canada, Westjet, etc.), must contain *Trams* Descriptor codes to properly flag the transaction as an exchange. The original ticket number must also be added to populate the original ticket field in the booking.

Examples (to be added in addition to other accounting line information):

*EXE – Even exchange

*EXA – Exchange with an add collect

*EXR – Exchange Refund

*OT – Original Ticket number

Sabre

*ACOTH1/SUPPLY/DOC/P11/950.00/0/ALL/CK/*SBA*TT1*VCAC*EXE*OT7771113375*

Worldspan

*AC1-A*TT1*VCAC*EXE*OT7771113375*

Apollo

*T-MS9A*VCAC*TT1*CM10*CF123456*SG*EXE*OT7771113375*

Amadeus

*RM*9A*VCAC*TT1*CM10*CF123456*SG*EXE*OT7771113375*

Monthly Checklist

1. Using *Trams Back Office* Bank Reconciliation routine under (**Payments|Bank Reconciliation**), balance the bank statement to the *Trams Back Office* check register. Print a copy of the Check Register for the month for ALL along with a second Check Register Report for Not Cleared, and staple it to the statement from the bank and file.

2. Create an End of Period journal entry (**General Ledger|End of Period**) for the month.

3. Print a trial balance. Compare the Management Summary Report balances to their corresponding General Ledger accounts and make sure they are the same. If not, print a GL Reconciliation (**Reports|General Ledger|GL Reconciliation**) to locate any possible errors. **Note:** There is a *Total Base* column on this report, The yield percentage is the commission divided by total base.

Optional: Run a Journal Entry Query with the *Status* set as *Unposted*. Run for an appropriate posted period, year-to-date of last posted period, last-year-to date of last posted period, etc., to view any unposted items that someone might have added or changed in a posted period. Verify or delete those items, post them, and run new monthly financials to reflect the changes made.

4. When (and only when) everything is in balance, post the journal entries made and print Financial Statements. Audit Trail reports could include Trial Balance, Income Statement, Balance Sheet, End of Period Reports, Account History, or Journal Entry Analysis.

TBO End of Period Reports

End of Period reports can be found under **Reports|Batch Reports|Load**.

1. Sales Activity Report: Select **Reports|Invoice|Activity**. Set Format to “Summary”, set Submit To as “ARC or BSP/Supplier” and set Invoice Status to “All.”

Trams uses this report to show what has been updated in the GL by the End of Period in Sales, Cost of Sales, Client Balances, Vendor Balances and ARC/BSP Balances. The ARC/BSP Adjustments account is

also updated for Debit/Credit Invoices.

2. Sales Activity Report: Select **Reports|Invoice|Activity**. Set Format to “Summary”, set Submit To as “Comm Track” and set Invoice Status to “Closed.”

If Commission Track Payments in EOP under **Utilities|Setup|Global Defaults** is set to the Sales/Cost of Sales option, *Trams* uses this report to show what has been updated in the GL by EOP in Sales, Cost of Sales and Cash in Bank. If it is set to the Commission Income option, *Trams* updates Cash in Bank and Commission Income.

3. Receipts Report: Select **Reports|Payments|Receipts**. Set the Pay Method as “Credit Card” and set Received From as “Client.”

Trams uses this report to show what has been update by the EOP in Client Balances, Vendor Balances & ARC/BSP Balances.

4. Disbursements Report: Select **Reports|Payments|Disbursements**. Set the Pay Method to “Credit Card” and set Paid To as “Client.”

Trams uses this report to show what has been updated by EOP in Client Balances, Vendor Balances & ARC/BSP Balances.

5. Receipts Report: Select **Reports|Payments|Receipts**. Set the Pay Method to “Cash/Check/EFT” and set Received From as “Client.” *Trams* creates this report for each bank account. The system creates the report a second time with Received From set to “Vendor.”

Trams uses this report to show what has been updated by EOP in Cash, Client Balances & Vendor Balances. The Receipts Report also shows EOP updates in ARC/BSP Balances for EFT's from ARC/BSP.

6. Disbursements Report: Select **Reports|Payments|Disbursements**. Set the Pay Method to “Cash/Check/EFT” and set Profile Type as “Client.” *Trams* creates this report for each bank account. The system creates the report a second time with Paid To set to “Vendor.”

Trams uses this report to show EOP updates in Cash, Client Balances and Vendor Balances. The Disbursements Report also updates ARC/BSP Balances for EFT's to ARC/BSP.

7. Receipts Report: Select **Reports|Payments|Receipts**. Set the Pay Method to “CC Merchant” and set Received From as “Client.”

Trams uses this report to show EOP updates in Cash and the CC Merchant account.

8. Disbursements Report: Select **Reports|Payments|Disbursements**. Set the Pay Method to “CC Merchant” and set Paid To as “Client.”

Trams uses this report to show EOP updates to Cash and the CC Merchant account.

Additional End of Period Reports for BSP Users

At the end of each month, run the following reports to verify the amount of TAX to be paid.

1) Run an Invoice Activity Report by going to **Reports|Invoice|Activity.**

2) Compare the tax amounts on this report with the amounts in the Balance Sheet accounts created for these taxes (**Reports|General Ledger|Account History)**.

3) When sending the quarterly check to pay the tax due, go to **Payments|Made**. Enter the amount of the tax due. Use the profile type "Other" that was created for these taxes and create the following journal entry:

	Debit	**Credit**
Cash in Bank		500.00
GST Payable	500.00	

Summary

If the Core Reports are being successfully maintained, financial statements are easily obtained through *Trams,* provided opening balances have been correctly entered. It is important to provide these basic financial statements, as well as a detailed audit trail, to the agency accountant for review. In addition to the Income Statement and Balance Sheet reports, several audit trail reports, including the Account History report, are also available.

Note: The recommendations contained in this application Note are designed to allow the *Trams Back Office* system to produce information in a manner which *Trams* believes to be useful to a travel agency; however, *Trams* makes no representation or warranty that the recommendations, if applied, will conform to generally accepted accounting or auditing practices or principals or to any type of financial reporting requirements. To the extent that any reports generated by *Trams Back Office* are used for reporting purposes, including tax reporting, we strongly suggest to review these recommendations either with a certified public accountant or tax advisor, as applicable.

Maintain the GL & Balancing Core Reports to Trial Balance Report

Once the bank statement and all ARC/BSP reports for the month are reconciled:

1. Click **General Ledger|End of Period** and create the *End of Period* journal entry.

2. Print the *Trial Balance Report*. (**Reports|General Ledger|Trial Balance**)

3. Print the Management Summary Report and Note the balances for the following Core Report totals:

   Client Balances

   Vendor Balances

   ARC Balances

   Check Register

Note: There is a *Total Base* column on this report, The yield percentage is the commission divided by total base.

5. Each month, compare the *Ending Balances* of all *Core Reports* against the *Trial Balance* Report. The Core Reports and the Trial Balance Report should balance to the penny *before* posting occurs. If one or more of the Core Reports does not balance to the Trial Balance, print the *GL Reconciliation Report*.

   a. Click **Reports|General Ledger|GL Reconciliation**.

   b. Although not every entry on this report needs to be cleared off, the report gives the best idea of why the Trial Balance is out of balance. Check each item's warning message. (For warning definitions see the manual under **Reports|General Ledger|GL Reconciliation Report**.) To make corrections, Void the End of Period first.

   c. After making corrections, create the End of Period journal entry again.

   d. Print the Core Reports again, along with the Trial Balance Report.

   e. Verify that the Core Reports and the Trial Balance are now in sync.

6. When the Four Core Reports match the Trial Balance, go ahead and post. Posting to the General Ledger is permanent. Changes can no longer be made to the journal entries; however, adjusting journal entries can always be added to the period if needed. Click **General Ledger|Posting** and *Post* to the General Ledger.

GL Reconciliation Report

The GL Reconciliation report is used to aid in reconciling financial reports at the end of the month. It flags items that could possibly cause financials to be out of balance when compared against the Core reports.

1. Select **Reports|General Ledger|GL Reconciliation**.

2. Type in the *From* and *To* dates for the period being reconciled.

3. Click *Preview* to view on screen. (Or click *Print* to send report directly to the printer without viewing.)

4. The report displays a list of items that may need correcting. Query each item and correct it if needed.

Possible GL Reconciliation messages are listed below.

Message	Description
Payable is not Journalized and Should Be	
Payment Is Journalized and Shouldn't Be	Only Payments Received and Made where the Profile Type is Other or where the Payment Method is Other, or Bank Withdrawals should be journalized.
Payment Is Not Journalized and Should Be	Payments Received and Made where the Profile Type is Other, or where the Payment Method is Other, or Bank Withdrawals **must** have a journal entry.
Payment Amount Doesn't Match Journal Entry Amount	The amount of the payment does not match the amount posted to the Cash in Bank account in the journal entry. This message also appears if the amount is being posted to the incorrect Cash in Bank account or the debits and credits have been reversed.
Payment Date Doesn't Match Journal Entry Date	The date on the payment screen should always match the date in the journal entry screen.
Pymt Invalid For JE That Affects Client Balances***	1) A journal entry should only affect Client Balances when a Payment Received or Made is entered that has a payment method of Other and a profile type of Client. 2) A Pseudo EOP entry exists.

Pymt Invalid For JE That Affects ARC/BSP***	1) A journal entry should only affect ARC/BSP when a Payment Received or Made is entered that has a payment method of EFT and a profile type of Vendor-ARC/BSP. 2) A Pseudo EOP entry exists.
Pymt Invalid For JE That Affects Vendor Balances***	1) A journal entry should only affect Vendor Balances when a Payment Received or Made is entered that has a payment method of Other and a profile type of Vendor-Supplier. 2) A Pseudo EOP entry exists.
Pymt Invalid For JE That Affects Cash In Bank***	1) A journal entry should only affect Cash in Bank when a Payment Received or Made is entered that has a payment method of cash, check or EFT and a profile type of Client, Vendor or Other. Also for Bank Withdrawals. 2) A Pseudo EOP entry exists.
Credit Card Pymt Date Doesn't Match Invoice Date	A client payment with a payment method of Credit Card should have the same date of the invoice.
Bank Account #1 Difference Between Receipts And Deposits: 500.00	There should always be a receipts report to match every deposit. The message means there is a discrepancy and the deposit entered needs to be re-reconciled.
Zero Dollar Client or Vendor Balance Journal Entries Exist	User creates a payment received from a client with a payment method of other, invoice appears and user marks it closed. When the journal entry comes up TBO shows credit to Client Balances (which is correct), but the user then makes the Debit to Client Balances also which throws off the GL.

*** When a Posted End of Period is voided, the entry is converted back into a normal journal entry and a reversing journal entry is also created. This results in these messages seen here. If receiving these messages as the result of a voided End of Period, ignore the message.

11

Reports

This chapter contains:

- Definition of Print Options
- How to E-mail TBO Reports in .pdf Format
- Report Descriptions & Directions for Printing

Introduction

Trams Back Office reports are designed to be extremely flexible and complete. By understanding the report categories and specific selection criteria, much information can be accessed. In addition to industry specific reports, activity reports, and statements, sections of *Trams Back Office* reports also contain analysis capabilities. The *Invoice, Client* and *Vendor* Activity Report results are displayed graphically with color charts options.

Printing TBO Predesigned Reports

Each report has a selection criteria screen when the parameters of the report are requested. At the bottom of each select criteria screen, see the following options:

Print Options

Preview	Use this option to view the report on the computer screen. On any report *Preview* screen, move from page to page using the icons at the top of the screen. To view the first page *Click* the first icon. To view the *Previous Page*, *Click* the second icon. To view the next page *Click* the third icon.*Click* the fourth icon to go the *last page* of the report. Reports can also be saved from the preview screen in different formats, for example .pdf or .xls (Excel)
Print	Print the results of the report to the printer and create a hard copy.
Printer Setup	For multiple printers connected to the computer, use this button to select the correct printer for output. After selecting the printer, click the print button to send the report to the printer. **Note:** To change the default printer on-the-fly, go to **File|Printer Setup.**

Reset	Erase any changes made and bring the report back to default settings.
Help	Access Help Files.
Default	After setting up the report, click *Default*. Settings are saved. To return the Selection criteria Screen back to original database defaults, click *Default* and select “Remove the Current Default Settings.”
Close	Close the screen to go back to the main menu.

Special Note: Zoom in and out using the mouse wheel when over a previewed report. After running any report to the Preview Screen, move mouse over the previewed report, and while holding <Ctrl> down, scroll the mouse wheel up and down to zoom in or zoom out making the report view larger or smaller for easier viewing.

E-mail Reports in .pdf Format

E-mail any report in *Trams Back Office* in .pdf format. The advantage of formatting reports in this format is that the report data is always perfectly printed out by anyone who has the Adobe Acrobat Reader. This free reader is obtained by going to www.adobe.com.

E-mail Reports for MAPI Compatible Users

MAPI (Messaging Application Protocol Interface) requires use with compatible e-mail programs such as Microsoft Outlook.

Note: A direct Outlook integration by default is in place in TBO in addition to MAPI. If Outlook is not open e-mail will revert to MAPI.

1) Run the report as “Preview” to screen.

2) Click the “E-mail” Icon.

3) Complete the e-mail.

E-mail Reports for Non-MAPI Compatible Users

If the e-mail system is non-MAPI compatible (such as AOL), follow these steps to send reports:

1) Run the report as “Preview” to screen.

2) Click the “Save to File” Icon.

3) Click “Save as type” and select “PDF”.

4) Add a file name in the “File name” field. **Make sure to add the extension .pdf after naming the file.**

5) In the “Save in” field, map to the location to save the file. Click *Save*.

6) From the e-mail program, proceed to attach document by going to the folder where the report was saved.

Core Reports

The Reports menu is organized by type of report. The following reports are listed under *Core* and are considered the foundation of *Trams Back Office*. Once these reports are up and running, the integrity of the information appearing on all other reports is verified. For more information on setting up these reports,

please see the chapter entitled, *Setting Up Trams Back Office*.

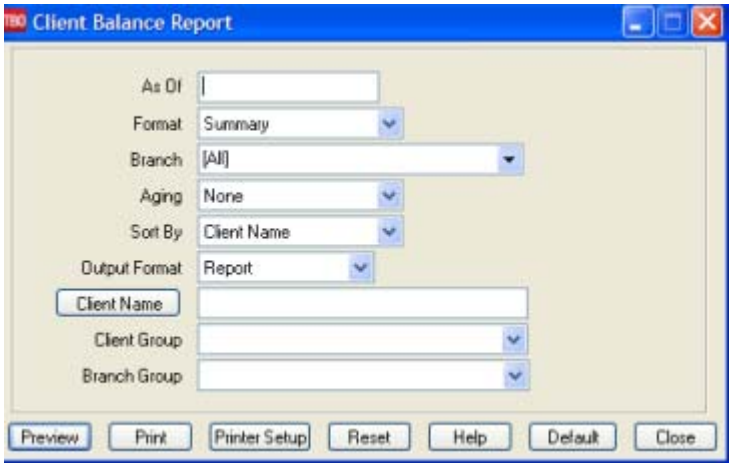
Type of Reports

Client Balances	A complete listing of any pending client balances (Accounts Receivables).
Vendor Balances	A complete listing of any pending vendor balances (Vendor Accounts Payable).
ARC Balances	List of unpaid ARC transactions. **Must use ARC Settlement for accurate data.**
Check Register	Automated bank account, including all bank activities and balances.
Management Summary	Captures the status of the business at a glance. All of the vital agency statistics are included in one report.

Client Balances

The Client Balance report is a complete listing of all pending client balances. This includes all unpaid invoices (Accounts Receivable) as well as unapplied payments and vouchers (Gift certificates, overpayments, etc.).

1) Click **Reports|Core|Client Balances**.



2) Select settings.

As Of	When an *As Of* date is specified, the system provides client balances as of the specified date by backing out all entries before that date. (Double click on the field for a calendar menu.) If the *As Of* date is left blank, the system generates a current listing of client balances including all invoices and payments entered regardless of date.
Format	*Summary* lists Client Name, Invoices Total, Total Unapplied and Balance Due. *Detail* also lists each open invoice for each client including the Invoice #, Branch, Issue Date, Agent and Invoice Amount.
Branch	Allows the report to be processed by branch or branches.

Aging	Breaks down balances into these categories:30/60/90; 15/30/45; 7/14/21 days; and End-of-Month from the *As Of* date entered. In Summary, the aged Client Balance Report correctly highlights in red any clients that are over their credit limit. **Note:** Use of *End of Month Aging* field on Client Balance Report: If credit terms are given by the end of the month, there is flexible date system for aging the Client Balance Report when run in *Summary*. LT 30 Days.....31-61 Days.....62-89 Days.....Over 89 Days TO Current Month. .....Current Month -1.....Current Month -2.....Current Month - 3 Plus APR.....MAR.....FEB.....JAN & OLDER
Sort By	Determines the way the report is sorted when displayed or printed. The default is *Client Name*. To track its clients by Client (or *Interface/DK Number) ID*, use the drop-down menu to select Client ID. There is also an *Agent* sort by, and a *Credit Limit Proximity* which lists first clients who are closest to, or over their credit limit.
Output Format	From the drop-down menu, select *Report* or *Mail Merge.* The mail merge format generates the report in a tab delimited mail merge format for use in third party software.
Client Name	To run this report for just one client, type in a few letters of the client's last name and choose name from the drop-down menu.
Client Group	Select a client group that has been created in **Utilities|Setup|Groups** from the drop-down menu to create a report for a group of clients.
Branch Group	Select a branch group that has been created in **Utilities|Setup|Groups** from the drop-down menu to create a report for a group of branches.

3) Click *Preview* to view the report on the screen. (Or click *Print* to send the report directly to the printer without viewing first.)

4) Once the report is displayed, click the printer icon to print.

Note: A positive balance due represents money the client owes the agency. A negative balance due represents money the agency owes to the client.

There is an unusually high balance for the JCT Corporation this week. To determine the circumstances, you view the report in detail format and look at each passenger's name. You see John Smith and are instantly reminded of his two first-class tickets to London. You now understand the reason for the high amount.

JCT Corporation wants to be notified when their balance reaches $10,000. You print the Client Balance Report and see they are dangerously close to their limit. You give them a call to determine a course of action.

Tip for Group Reporting: (There is an Invoice Group column on the Client Balances Detail report. If a client has both Group Vouchers and Individual invoices showing on the Client Balance Report, don't go back and look at each invoice and voucher. Determine what the client really owes in total for the open invoice, because the Voucher receipts are going toward their Group trip. This should significantly cut research time.)

Vendor Balances

The Vendor Balance report provides a listing of all Vendor-Supplier account balances. (When printing the Vendor Balance reports in detail format, the passenger name from the first booking is included. This aids in remembering the circumstances when seeing a client's name on the vendor balances reports.) Also in detail format, the client name and invoice remarks for vouchers will print.

1. Click **Reports|Core|Vendor Balances**.

2. Select settings.

As Of	An *As Of* date may be specified when the report is generated and the system provides vendor balances as of the specified date by backing out all entries after that date. If the *As Of* date is left blank, the system generates a current listing of vendor balances including all invoices and payments entered, regardless of date. Double click on the field for a calendar menu.
Format	*Summary* lists Vendor Name, Invoices Total, Total Unapplied and Balance Due. *Detail* lists each open invoice for each vendor, including the Invoice #, Branch, Issue Date, and Invoice Amount, Foreign Currency Amount and its code.
Branch	Allows the report to be processed by branch or branches.
Aging	Breaks down balances into four categories: *None, 30/60/90; 15/30/45; and 7/14/21* days from the *As Of* date entered.
Sort By	Sort report by *Vendor Name, Vendor ID, or Agent.*
Output Format	From the drop-down menu, select *Report* or *Mail Merge.* The mail merge format generates the report in a tab delimited mail merge format for use in third party software.
Print Foreign Currency Values	In detailed mode, print out values of foreign currency.
Branch Group	If a branch group has been added under **Utilities|Setup|Groups** and would like to see all the vendor balances just for that branch group, select appropriate branch group from drop-down menu.
Vendor Name	To run this report for all vendors, leave blank. To run for a specific vendor, type a few letters of the vendor's name, and choose from the drop-down menu.
Vendor Group	To run this report for a specific vendor group, select group from the drop-down menu.

3. Click *Preview* to view the report on the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Once the report is displayed, click the printer icon to print.

Note: A positive balance due represents money the vendor owes the agency. A negative balance due

represents money the agency owes to the vendor.

ARC/BSP Balances

The ARC/BSP Balances core report searches the system for ARC/BSP invoices open on the Vendor side. These are invoices not yet settled with ARC/BSP. It is designed to include all open invoices including resubmits. This report balances with the ARC Balances account in the General Ledger.

Use the ARC/BSP settlement feature to receive an accurate ARC/BSP Balance Report. The report is only accurate if all of the ARC report net remits have been settled under **Payments|ARC/BSP Settlement**. (We highly recommend that when entering the ARC/BSP payment, use the ARC/BSP settlement to close the ARC/BSP invoices. If not using the ARC/BSP settlement feature, please continue using the ARC/BSP Reconciliation under the **Reports|Invoices|ARC/BSP Reconciliation** menu option. *The ARC/BSP Balances Report will not be accurate if using this alternative.*) *Trams Back Office* looks for the start date of the first ARC/BSP settlement and includes any open invoices with a resubmit date or issue date prior to the *as of* date specified.

Check Register

The Check Register provides a listing of checkbook information in a similar format to the statement received from the bank. Report includes the check number, date, Record Number, payee, amount, and remarks recorded within the specified date range. Also included are deposits, EFT Payment Received and Made, and withdrawals.

1. Click **Reports|Core|Check Register**.

2. Select settings.

From/To	Specify the period for which data will be included in the report. Double click on the field for a calendar menu.
Bank Account	To select data for a particular bank account, enter that bank account number.
Bank Reconciliation	*All* includes all bank items regardless of their cleared status. *Cleared* includes only cleared items and should match the corresponding Bank Statement. *Not Cleared* includes only non-cleared items and is the difference between the bank's balance and the book balance.
Start/End Check No	To see a specific range of checks, enter the starting and ending check numbers here.
Payment Status	Select *All, Valid, or Void*ed from the drop-down menu.
Output Format	From the drop-down menu, select *Report* or *Mail Merge.* The mail merge format generates the report in a tab delimited mail merge format for use in third party software.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Management Summary Report

This report is designed to capture the status of the agency’s business at a glance. All of the vital agency statistics are included in one report.

1. Click **Reports|Core|Management Summary**.

2. Select settings.

From/To	Specify the period for which data is included in the report. Double click on the field for a calendar menu.
Booking Activity	Summary by travel type of all the bookings made during the requested time frame. This includes all transactions, such as Commission Track items where the commission has not yet been received.
Income Statement Activity	Summary by travel type of the revenue realized (received) during the requested time frame.
Client Balances	Summary of all the money due the agency by its clients, and any money due client by agency in form of Unapplieds or Vouchers.
Vendor Balances	Summary of all the money due from the agency to its vendors and any refunds due from vendors (accounts payable).
ARC Balances	Summary of all invoices not yet settled with ARC, ARC payable or received.
Operating Payables	Summary of all pending operating payables.
Check Register Balances	Ending balances in the bank accounts. The money on hand.

3. Click *Preview* to view the report to the screen. (Or click *Print* to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Note: Here are how the percentages are determined on this report:

Yield - This percentage is calculated by dividing the commission by the base fare.

Pref. Commission - This is the actual commission earned by the preferred vendors for each travel type.

% Pref. - This percentage is the total commission for each travel type divided by the commission for the preferred vendors.

Pref Yield - This percentage is the commission for preferred vendors divided by the base fare.

Note: There is a *Total Base* column on this report, The yield percentage is the commission divided by total base.

Invoice Reports

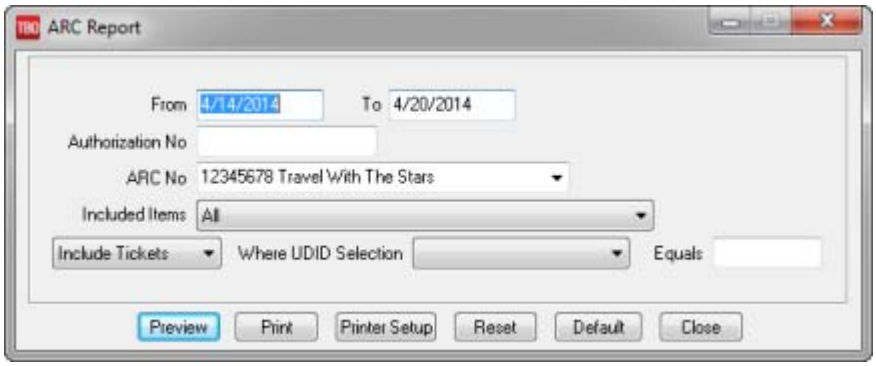
The following list shows all the reports related to invoices for ARC/BSP and Management reporting:

ARC/BSP	Weekly ARC/BSP report, arranged to meet ARC/BSP specifications and designed to submit to ARC/BSP along with Auditor coupons (for those not using the option.)
Activity	Sales activity by travel type in *Summary* format or by invoice in *Detail* format for a defined period, including percentages. Results are depicted graphically with optional color charts.
Analysis	Numerically sorted invoice listing and in-depth analysis of accumulated sales data.
City Pair	Analysis of Airline Segments by Origin/Destination.
Depart/Arrive Manifest	Departure and Arrival Manifests.
Invoice Printing	Print Invoices From *Trams Back Office.*
TAFP Service Fee	Print the ARC/BSP TAFP report for Service Fees.
IAR Reconciliation	Compare Data in *Trams Back Office* to ARC's IAR summary file.
ARC/BSP Reconciliation	Numerically sorted ticket listing.

ARC/BSP Report

The ARC/BSP Report generates a report conforming to ARC/BSP standards.

1. Click on **Reports|Invoice/ARC or BSP**.



2. Select settings.

From/To	Enter the date parameters for the ARC/BSP report. If generating to submit to ARC/BSP, dates should be for the appropriate Monday-to-Sunday time frame.
Authorization No	Enter authorization number to be used on ARC/BSP report. If field is left blank, *Trams Back Office* defaults to the recommended procedure of re-arranging the *To* date by moving the year digits to the front. If the date entered is 6/12/02 and there is no authorization number entered, *Trams Back Office* defaults to an authorization number of '*020612*'.

ARC/BSP Number	Enter the appropriate ARC/BSP Number. **Note:** Most reports in *Trams Back Office* have a field for Branch to print reports for any one branch. The ARC/BSP Sales Reports has a field for ARC/BSP number. This provides greater flexibility to group branches using the same ARC/BSP number. Branch numbers are set up in **Utilities|Setup**, then ARC/BSP Numbers. To access the ARC/BSP Sales Report, go to **Reports|Invoice**. Highlight ARC/BSP and click on the arrow for a list of ARC/BSP numbers, or enter the eight-digit ARC/BSP number. A report can then be printed for all branches using the same ARC/BSP number.
Included Items (US)	This field is used for U.S. agencies using Interactive Reporting (IAR). Not using IAR, leave this set to the default of ALL. Click on the arrow to select from IAR Only, Non-IAR only and ALL. IAR Only is the settlement for transactions that are sent to ARC electronically. Non-IAR only is the settlements transactions that are mailed to ARC.
UDID Selection (US)	From the drop-down menu, *Include* or *Exclude Tickets,* then select a UDID from the drop-down, and enter a value to complete the report selection criteria.
	BSP Report Selection Criteria:
Included Items (BSP) 	For BSP Agencies in Canada, choices for including or excluding Auto or Manual Tickets, Refunds, and Refund Exchanges on a report for BSP Canada are **All, Automated Only (No Refunds)**[Auto Tickets/No Refunds] - for agencies that cannot 'Auto Refund' tickets through their GDS (Galileo);**Manual Only (All Refunds/Exchanges)**[Manual Tickets/All Refunds + All Exchanges] - for agencies that CANNOT 'Auto Refund' tickets through their GDS (Galileo); **Automated Only (Including Refunds)**[Auto Tickets + Auto Refunds] - for agencies that CAN 'Auto Refund' tickets through their GDS (Sabre, Amadeus & Worldspan); **Manual Only (Including Manual Refunds& All Exchanges)** [Manual Tickets/Manual Refunds + All Exchanges] - for agencies that CAN 'Auto Refund' tickets through their GDS (Sabre, Amadeus & Worldspan). Any Auto Refund tickets that must be 'Manually' submitted to BSP, has to be manually lined out of the Automated Only (Including Refunds) Report, and manually 'Added' to the Manual Only (Including Manual Refunds & All Exchanges) Report. This would be for tickets that for whatever reason are not in either the airlines database or the GDS database.
UDID and UDID Value selection field for BSP 	Use these features for any Auto Refund tickets, that for whatever reason, are not in either the airlines database or the GDS database and must be manually submitted to BSP. As these UDID features are primarily designed for identifying Auto Refund tickets that must be manually submitted to BSP, they do not need to be used by a Galileo Agency that would be using the first two report selections for *Automated Only (No Refunds) & Manual Only (All Refunds/Exchanges)*. For Sabre, Worldspan and Amadeus agencies, make a UDID selection for any auto refund ticket that would normally be included on the *Automated Only (Including Refunds)* report, but because of special conditions must be processed manually to BSP. This type of refunded ticket can be marked using any UDID # and Value.

UDID and UDID Value selection field for BSP (cont'd)	**Example:** UDID 10 with a value of *Manual*. *Exclude Tickets*, *UDID 10* and *Manual* should be selected before running the *Automated Only (Including Refunds)* report. The refund tickets that either are not in the GDS database or the airline database would **NOT** show on this *Automated Only Report*. They would be 'moved' to the *Manual Only Report* for manual submission to BSP. *Include Tickets*, *UDID 10* and *Manual* should be selected before running the Manual Only (including Manual Refunds& All Exchanges) report. These refund tickets that either are not in the GDS database or the airline database WOULD show on this Manual Only Report for manual submission to BSP.

3. Click *Preview* to view the report on the screen. (Or click *Print* to send the report directly to the printer without viewing first.) Once the report is on the screen, click the printer icon to print.

Note for all users: Cash adjustments should be entered in **Invoice|Adjustments**.

Weekly (ARC/IAR Sales Report/Reconciliation) Routine

Step 1. Check that the data in the IAR Sales Report matches data in *Trams Back Office* by one of three methods:

a) Method One: Run a list of all invoices captured in *Trams* by going into **Reports|Invoice|Analysis** and verifying that all invoices for the week are accounted for in *Trams*. Then, run a list of all tickets captured in *Trams* by going into **Reports|Invoice|ARC/BSP Reconciliation** and verifying that all tickets issued for the week are accounted for in *Trams*, and be sure to set ticket status to **ALL**.

b) Method Two: Download the IAR file from the IAR website. Go to **Reports|Invoice|IAR Reconciliation** and click the IAR File button to point to the path of the downloaded .txt file obtained from the IAR website. Print out an Exception Report which points out differences between what was submitted to IAR and *Trams Back Office.*

c) Method Three: Download the IAR file from the IAR website.

-- Go to **Payments|ARC Settlement**.

-- Query for the week's ARC tickets so they are displayed on the settlement screen.

-- Click IAR Reconciliation on the ARC Settlement screen.

-- Click IAR Filename and map to the weekly IAR file.

-- Click Query to see the standard IAR Reconciliation Report.

-- For tickets where *Net Remit Do Not Match*, *Ticket Is Voided in IAR but Not in Trams*, or *Missing IAR Ticket*, click *Find Ticket* and the cursor lands on the appropriate ticket on the ARC Settlement screen to *Edit Invoice* as normal.

-- For tickets that are *Voided In Trams but Not In IAR*, click *Find Ticket* to go to the booking containing that voided ticket in TBO, to Unvoid it, allowing the ticket to now show correctly on the ARC Settlement Screen.

-- For any exceptions that are *Missing Trams Ticket*, click off the IAR Reconciliation screen, and manually add the missing tickets. If doing this method, no need to do Steps 3 and 4 below.

Note: This is the same IAR Reconciliation exception report that was only available before under **Reports|Invoice|IAR Reconciliation**. The IAR Reconciliation from the ARC Settlement screen works the same way and provides that same exception report, but now has linking ability to the tickets displayed on the ARC Settlement Screen.

Step 2. Enter any missing Refunds, Debit Memos, Voids, etc. so *Trams* Back Office agrees with IAR Sales Report.

Step 3. Submit the IAR Sales Report.

Step 4. Enter and balance the ARC/BSP Settlement for the week under **Payments|ARC Settlement**. Do this by comparing the amount withdrawn to the amount *Trams* calculated as the Net Remittance amount for that ARC/BSP week. If the two numbers do not balance exactly, review the ARC/BSP Settlement section of this manual.

If processing through ARC/IAR, complete the ARC Settlement right after submitting the IAR Sales Report. There is no need to wait to receive a Weekly Sales Summary from ARC as the amount submitted to ARC through IAR will not change from what was submitted.

Weekly BSP HOT Reconciliation Routine

A BSP HOT Reconciliation can be found under **Reports|Invoice|BSP Reconciliation**. To receive a copy of the BSP Report in the HOT file format, contact:

www.IATA.org/customer.

Trams Back Office compares the data in the HOT file to the information in *Trams Back Office* and generates an exception report which lists all the differences between the *Trams Back Office* data and the HOT file. Once the transactions on the exceptions reports have been addressed, the BSP Settlement routine can be completed. The *Submit to* field in the TBO booking must be set to BSP (for both BSP and Web bookings reported via BSP). For web booking exchange transactions, see additional information below.

Reconciliation Steps:

1. Download the HOT file from the IATA Web Site
2. In TBO, go to Reports/Invoice/HOT Reconciliation
3. Click the HOT File Button and browse to where the file was saved
4. Click the Preview Button
5. Reconcile the Exceptions that appear on the Exception Report

Sample Exceptions:

Ticket #	Inv #	Exception Reason
7771113333	5589	Missing HOT Ticket – Ticket is not listed in the HOT file
7771113358	5598	Missing TBO Ticket – Ticket is listed in the HOT file but cannot be found in TBO
7771113362	5600	Remittance Amounts do not match – Commission amounts do not match
7771113375	5612	Total Fares do not match – Ticket amount does not match total fare amount in TBO

Non automated air web booking exchanges (Air Canada, Westjet, etc.), must contain *Trams* Descriptor codes to properly flag the transaction as an exchange. The original ticket number must also be added to populate the original ticket field in the booking.

Examples (to be added in addition to other accounting line information):

*EXE – Even exchange

*EXA – Exchange with an add collect

*EXR – Exchange Refund

*OT – Original Ticket number

Sabre

ACOTH1/SUPPLY/DOC/P11/950.00/0/ALL/CK/*SBA*TT1*VCAC*EXE*OT7771113375

Worldspan

AC1-A*TT1*VCAC*EXE*OT7771113375

Apollo

T-MS9A*VCAC*TT1*CM10*CF123456*SG*EXE*OT7771113375

Amadeus

RM*9A*VCAC*TT1*CM10*CF123456*SG*EXE*OT7771113375

Weekly (BSP Sales Report/Reconciliation)

Complete the BSP Settlement after receiving the Weekly Sales Summary from BSP as amounts could be changed from what was submitted.

1. Print an Invoice Analysis Report (**Reports|Invoice|Analysis**) to verify all invoices issued during the week are entered in *Trams*.

2. Print a BSP Reconciliation Report (**Reports|Core|BSP Reconciliation**). Set the ticket status to ALL to verify all tickets issued for the week are entered in *Trams*.

3. Submit BSP Link report through the Internet. If necessary, print the BSP Report (**Report|Invoice|BSP**), set the *Included Items* to *Manual,* and mail it to the bank.

4. If not using the BSP Link, print the BSP Report (**Reports/Invoice/BSP**) and mail it to the area bank with the auditors' coupons from the tickets issued, **or** verify the cash and credit card totals and period net remit if submitting the report through BSP Link.

5. Reconcile BSP's Weekly Sales Summary Report by entering the amount of the BSP Withdrawal in **Payments|BSP Settlement.** Adjust each *Trams* entry to match BSP's report and close all bookings paid for in that BSP period.

Sabre Canada BSP Report - Auto Refunds (QREX)

For the BSP Canada version, two more options have been added to BSP Report to allow for Automated Sabre Refunds using the QREX product. BSP Sabre Agencies only, should run the "Automated With Refunds" Report for their Automated BSP transactions submitted to BSP through Sabre and the "Manual Without Refunds" Report for all their Manual BSP transactions sent directly to BSP.

This will be implemented in stages for Sabre users beginning 01 Mar 2004. Sabre will stagger training over a period of 2 to 4 months. Sabre will communicate their training schedule and implementation plan to all their subscribers. **IMPORTANT NOTE:** Please DO NOT use the Sabre automated refund functionality until receiving the appropriate training from Sabre. Until then, please continue to complete manual Refund notices and submit them to BSP as part of the manual CASH or manual CREDIT CARD sales batch of the weekly report.

All other Non-Sabre agencies using the BSP Canada version should continue using the original "Automated Only" & "Manual Only" Reports. Sabre BSP customers should also use these reports, until they have been trained by Sabre in the use of the QREX product.

"Exceptions" To The REFUND On The "Automated With Refunds" Report

NOTE: *Trams has no way of determining this and it is up to the Sabre User to know which tickets can be Auto Refunded through Sabre QREX and which tickets must be Manually submitted to BSP Canada.*

All tickets to be Auto Refunded must be in Sabre's database, and for an E-Ticket, it must also be available in the airline's E-Ticket database.

1. Exchanged Ticket:

If a paper ticket, and it is an "Exchange", it CANNOT be Auto Refunded and should be submitted Manually to BSP using our standard "Manual" Report. If the ticket is an E-Ticket and is an "Exchange," it CAN be Auto Refunded and should be submitted using Sabre QREX and our "Automated with Refunds" Report.

2. Partially Refunded Ticket:

If it is 2nd or greater time that the same ticket number has been refunded, it CANNOT be Auto Refunded and should be submitted Manually to BSP using our Standard "Manual" Report.

Sunshine Travel Agency has six branches throughout Southern Florida. Mary, the owner, wants to print an ARC/BSP Reconciliation report for her main branch and the three local locations using her same ARC/BSP number.

Mary goes to the main Reports menu, then to Invoice, then ARC/BSP Reconciliation. From the ARC/BSP # field, she enters the ARC/BSP number shared by all four locations. This produces the report she needs.

Invoice Sales Activity Report

The Invoice Activity Report is used to identify sales information by invoice for a defined date range. The report also breaks down sales and commission by *Travel Type* and by *Submit To*.

1. Select **Reports|Invoice|Activity.**

2. Select settings.

Format	Select either *Detail* or *Summary*. *Detail* lists each invoice, with one line per invoice including Invoice #, Issue Date, Client #, Gross Fare, Net Fare and Commission. *Summary* just shows Total Fare, Net Fares, Commissions and percentages by Travel Type and by Submit To.
Submit To	Any or *All* can be selected by putting a check next to the *Submit* desired. *ARC or BSP* includes only *ARC/BSP* transactions. *Supplier* includes only *Supplier* transactions. *Comm Track* includes only *Comm Track* transactions.
Invoice Status	Select *All*, *All/ARC/BSP/Supplier/Closed Comtrack, Open*, or *Closed*. By selecting a different Invoice Status, this report can be used for either a Gross Sales Report (*All*), an Accounts Receivable Report by invoice (*Open*), or a Receipts Report by invoice (*Closed*). Note that *Invoice Status* refers directly to the *Submit To* field. If *Submit To* is *ARC or BSP/Supplier*, *Invoice Status* refers to whether or not the payment is received from the client. If *Submit To* is *Comm Track*, *Invoice Status* refers to whether or not the commission is received from the vendor. If *Submit To* is *All*, *Invoice Status* refers to both: For *ARC or BSP/Supplier* bookings whether or not the payment is received from the client, and for *Comm Track* bookings whether or not the commission is received from the vendor.

From/To	Enter the date parameters for the sales report. If the *Invoice Status* is *All* or *Open*, this date range refers to the Invoice Issue Date; if the status is *Closed*, then this range refers to the Client Payment Date for ARC/BSP and Supplier bookings, and to the Vendor Payment Date for Comm Track bookings.
Branches	Enter the appropriate branch if applicable. Select a branch or a combination of branches. A checkmark indicates the branch will be included in the report.
Travel Types	Defaults to *All Travel Types*, but may be changed to process report by one or more specific travel types by clicking on the down arrow and selecting travel type by using a checkmark, or right-mouse clicking and choosing the appropriate Travel Type.
Chart Options	Use the drop-down menu to select color charts, black and white (B/W) charts, or no charts.
Print Selection Criteria	Choose to print the selection criteria used to setup this report by checking here.

3. Click *Preview* to view the report on the screen. (Or click Print to send the report directly to the printer without viewing first.)

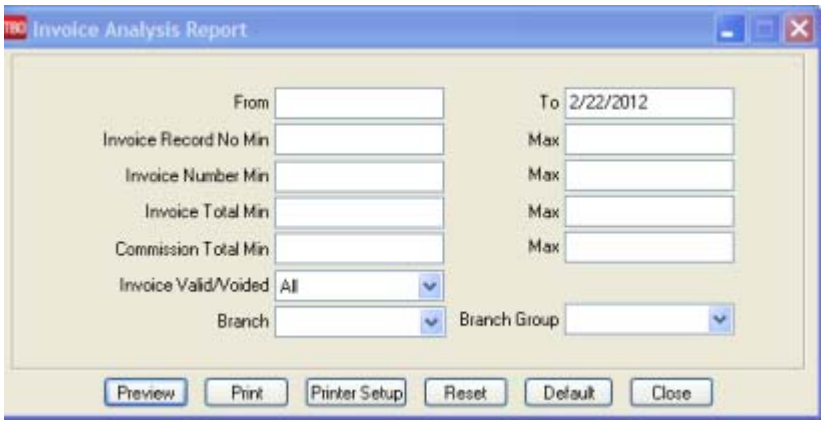
4. Once the report is on the screen, click the printer icon to print.

Invoice Analysis

With Invoice Analysis, process reports based on invoice information. This report lists all invoices numerically. Any Invoice # out of sequence is marked with an "*", and all voided or spoiled invoices appear as Voided.

As in all analysis reports, enter only the selection criteria for the desired report. Multiple selection criteria are allowed.

1. Select **Reports|Invoice|Analysis**.



2. Enter only the selection criteria for the desired report. Multiple selection criteria are allowed.

Invoice Analysis

From/To	To select data for a particular period, enter the dates.
Invoice Record No Min/Max	To select data for a particular invoice record range, enter the lowest and highest record numbers, from 0 to 999999.

Invoice Analysis

Invoice Number Min/Max	To select data for a particular invoice number range, enter the lowest and highest invoice numbers, from 0 to 999999.
Invoice Total Min/Max	To select data based on a range of total fare from the invoices.
Commission Total Min/Max	To select data for a particular invoice commission total, enter the lowest and highest commission amounts, from -999,999.99 to +999,999.00. Note that invoice commission amount includes only ARC/BSP and Supplier bookings on the invoice.
Invoice Valid/Voided	**All** (includes all invoices, including voided invoices); **Valid** excludes voids, **Void** includes only void.
Branch	Enter the appropriate branch if applicable.
Branch Group	Enter the appropriate branch group if applicable.

3. Click *Preview* to view the report on the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Once the report is on the screen, click the printer icon to print.

City Pair Report

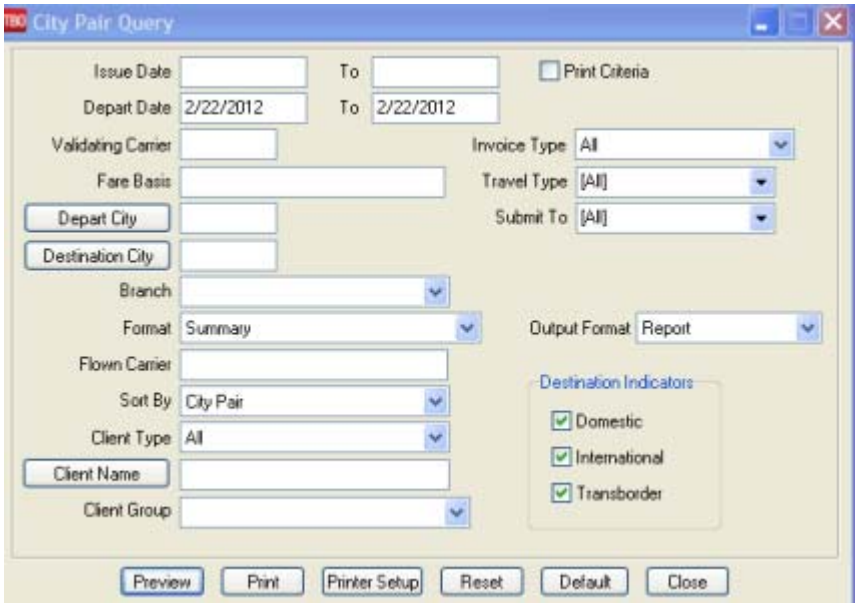
The City Pair report allows for analysis of Airline business for a specific origin and destination city. This report and the Departure/Arrival report (**Reports|Invoice|Depart Arrive Manifest**) now better handle refunds and exchanges with duplicate confirmation and ticket numbers. Prior, if there were duplicates, both transactions would be excluded from the report. The logic now works this way:

**For ARC/BSP tickets, the report uses logic to look for a newer booking (later issue date) that references the ticket number as an original ticket. This would indicate that the ticket has been exchanged and is no longer valid.

**It then checks to see if there's either a refund booking (same ticket number, same depart date) or a duplicate sale booking with a later departure date.

**For non-ARC, it checks to see if there's a refund booking with the same confirmation number, depart date, passenger name and vendor name or another sale booking with the same confirmation number, passenger name and vendor name and a later depart date.

1. Select **Reports|Invoice|City Pair**.



2. Select settings.

Issue Date From/To	Enter the date range of the Invoice Issue Date to include on the report.
Print Criteria	Place a checkmark in the box to see the selection criteria on the printed report.
Depart Date From/To	Enter the date range of the Booking Departure Date to include on the report. Depart From/To dates can be used in combination with Issue From/To dates to further narrow down the report results.
Validating Carrier	To include activity for a specific validating airline, enter the airline code. A Validating Carrier Code must be used for either market share analysis formats.
Invoice Type	Select Invoice Type: *All, Sale* or *Refund.*
Fare Basis	Enter a Fare Basis Code to limit the report to city pairs flown with a specific fare basis.
Travel Type	Check the travel types to include on the report.
Depart/Destination City	Depart City is the city that the flight originates from; Destination City is the final city of the flight. Specify just depart or destination, or both. Leave both blank to see a report showing all city pairs.
Submit To	Check the Submit To(s) to include on the report.
Branch	To specify a specific branch, enter the branch number or leave blank for all.

Format	Summary lists one line per city pair, showing the total number of bookings, total fare, etc. Detail shows each booking within a city pair and then sub-total each city pair. Market Share Analysis (must use validating carrier) displays city pairs excluding connections and compares the Validating Carrier segments to all other Carriers. Market Share Analysis by segment includes connections and does not print the total fare values.
Output Format	Select from a drop-down menu report for a printable version or mail merge to export a delimited file format of the report.
Flown Carrier	Enter an airline code to include only activity that was flown on a specific airline.
Sort By	*City Pair* sorts the report data alphabetically by city pairs. *Segment Count or Total Fare* selection sorts the report data in descending order on each of those fields. The *Market Share Analysis By Segment* Report can be run sorted by either City Pair or Segment Count, or Total Fare.
Client Type/Name	To see a report for a particular Client Type and/or a specific client, select the specific Client Type and/or Client Name.
Profile Group	Enter a Profile Group name to limit the report to a specific Client group.
Destination Indicators	*Domestic, International, or Transborder* indicators are flagged in the invoice booking screen. Check or uncheck any to include or not include on the City Pair Report.

The City Pair report uses the segment information captured in the Segment Tab within an invoice booking to accurately determine which segment of a flight is the origin, destination, and which is a connection. (In the Segment Screen, the Connection Field is set to 'O' or blank for Origin, and 'X' for Connecting for each segment.) Internal logic is used when running the City Pair report which excludes any tickets that have been fully exchanged or refunded AND/OR partially exchanged or refunded.

3. Click Preview to view the report on the screen. (Or click *Print* to send the report directly to the printer without viewing first.)

4. The report is displayed on the screen, click the printer icon to send to the printer.

Depart/Arrive Manifest

The departure and arrival manifest is found in the main Reports menu, under Invoices. Select Depart/Arrive Manifest and then Report Type. The *Arrival Manifest* and the *Depart Manifest* are two separate reports and cannot be combined. The flight information on these reports is obtained from the *Segments* section of the Invoice booking screen. If there is no information in the *Segments* section of the invoice, the arrival and departure does not show on the report.

This report and the City Pair Report (**Reports|Invoice|City Pair Report**) now better handle refunds and exchanges with duplicate confirmation and ticket numbers. Prior, if there were duplicates, both transactions would be excluded from the report. The logic now works this way:

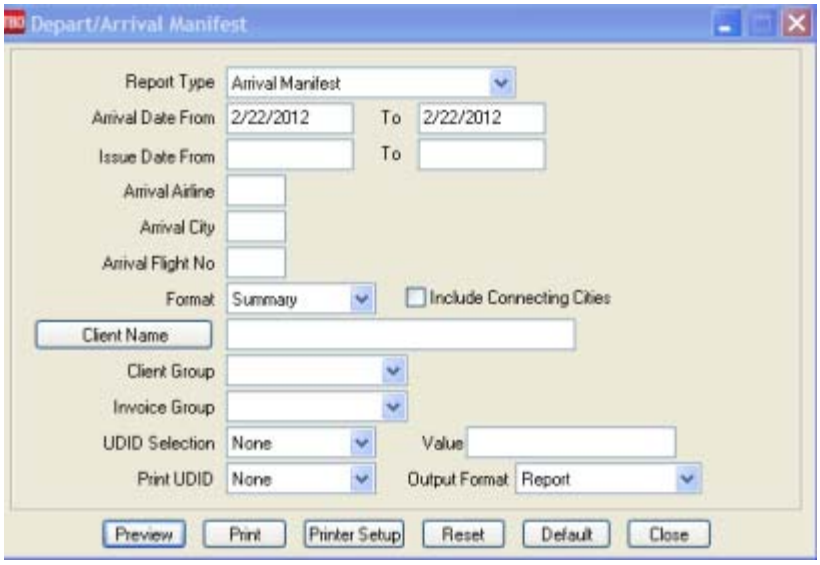
**For ARC/BSP tickets, the report uses logic to look for a newer booking (later issue date) that references the ticket number as an original ticket. This would indicate that the ticket has been exchanged and is no longer valid.

**It then checks to see if there's either a refund booking (same ticket number, same depart date) or a duplicate sale booking with a later departure date.

**For non-ARC, it checks to see if there's a refund booking with the same confirmation number, depart date, passenger name and vendor name or another sale booking with the same confirmation number, passenger

name and vendor name and a later depart date.

1) Select **Reports|Invoice|Depart/Arrive Manifest**.



2) Select settings.

Report Type	Use the drop-down menu to choose either Arrival Manifest (default) or Departure Manifest.
Arrival Date From/To Departure Date From/To	The date range the group is expected to depart or arrive depending on the report being used.
Issue Date From/To	The range of dates the tickets were issued for the group.
Arrival/Departure Airline	Select a specific airline to create the manifests by entering the airline's 2 letter code.
Arrival/Departure City	The city the group is departing from if using the Departure Manifest, or the city where the group is arriving for the Arrival Manifest.
Arrival/Departure Flight Number	Enter the flight number to provide an Arrival or Departure Manifest for only the passengers in the group that are traveling on the same flight.
Format	Select Summary for the Depart or Arrive date and time, Airline, Flight Number, Itin, and number of passengers. Select Detail to include the passenger names and any remarks.
Client Name	To see the report for the passengers booked under a specific client, enter the first few letters of the client's name and select him from the drop-down menu.
Profile Group	Run the report by Profile group if profile group field was used in each of the profiles for the group. The group name must match the way it was entered in the profile in order for the detail to show on these reports.
Invoice Group	Run the report by invoice group if the invoice group field was used in the invoice summary for the group. The group name must match the way it was entered in the Invoice summary in order for the detail to show on these reports.

UDID Selection/Value	Pull information already written. User Definable Interface Data (UDID) are pieces of information attached to a booking for reporting purposes and to help sort or further define the report. Use this information in the Arrival and Departure manifest. UDID's may be helpful in selecting a report for a specific flight or group if the time is entered as AM/PM. UDID's allow an agency to add information to a manifest which may be useful for such things as Porter Bag Pulls, Bus Pick-ups, or VIP treatment. Use the UDID Selection field to merely filter the manifest to print only those with the same value in the selected UDID. Use the Print UDID field to print the contents of the UDID on the manifest. To select the VIPs and include the contents of UDID #2 on the arrival manifest, go to the main Reports menu, then to Invoice, then Arrive/Depart Manifest. Enter UDID #1 in the UDID Selection field, and enter VIP in the Value field. This includes only those passengers who are have VIP entered in UDID #1. Enter UDID#2 in the Print UDID field. This prints the contents of this field
Print UDID	Pull information already written.
Output Format	Select from a drop-down menu, report for a printable version or mail merge for a delimited file format of the data.

3) Click *Preview* to view the report on the screen. (Or click *Print* to send the report directly to the printer without viewing first.)

4) Once the report is on the screen, click the printer icon to print.

Currently, the manifest reports sort on date, flight, city, and time - if time is entered in Marine Time (e.g. 1:00PM is entered as 13:00).

You are sending the Valley High School group to Disney World this summer and want a manifest for your group leader. Access your UDID window clicking on Modify from the booking screen. You want to separate your VIPs, so you use UDID #1 for VIP, and UDID #2 for all special instructions.

5) To select the VIPs and include the contents of UDID #2 on the arrival manifest, go to the main Reports menu, then to Invoice, then Arrive/Depart Manifest.

6) Enter UDID #1 in the UDID Selection field, and enter VIP in the Value field. This includes only those passengers who are have VIP entered in UDID #1.

7) Enter UDID#2 in the Print UDID field. This prints the contents of this field as entered in the invoice booking screen.

8) Check *include connecting cities* to run arrival/departure manifest for connecting cities.

9) Click *Preview* to view the report on the screen. (Or click *Print* to send the report directly to the printer without viewing first.)

10) Once the report is on the screen, click the printer icon to print.

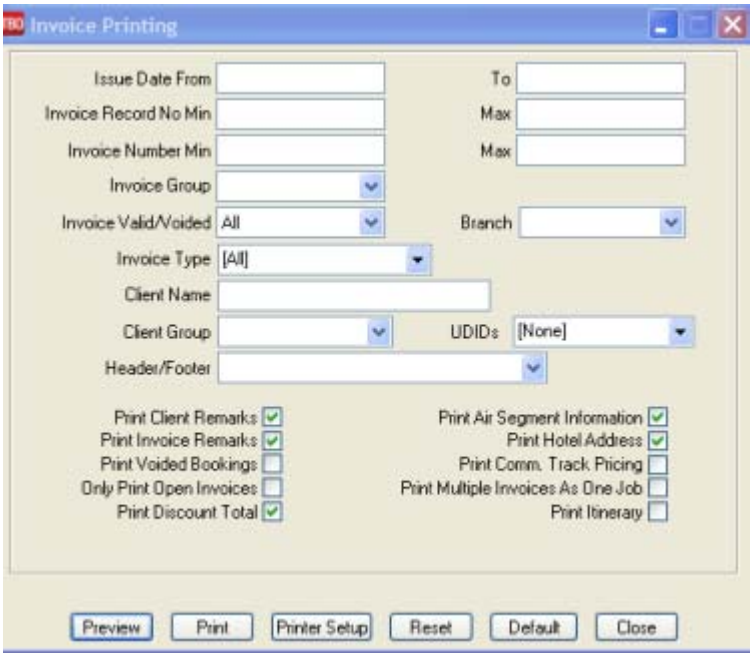
The information used in this feature can be entered from *Trams Back Office* or by using the interface from the GDS. To review the special entries required to interface this information, please refer to the *Trams Back Office* Interface Guide for a specific CRS.

Invoice Printing

With *Invoice Printing*, print invoices based on invoice information.

Enter only the selection criteria for the desired invoices. Multiple selection criteria are allowed.

1. Select **Reports|Invoice|Invoice Printing**.



2. Enter only the selection criteria for the desired report. Multiple selection criteria are allowed.

Issue Date From/To	To select data for a particular period, enter the dates.
Invoice Record No Min/Max	To select data for a particular invoice record range, enter the lowest and highest record numbers, from 0 to 999999.
Invoice Number Min/Max	To select data for a particular invoice number range, enter the lowest and highest invoice numbers, from 0 to 999999.
Invoice Group	Enter the full Invoice Group name to print invoices for a particular Invoice Group set up in **Utilities|Setup|Groups.**
Invoice Valid/Voided	**All** includes all invoices, including voided invoices; **Valid** excludes voids, **Void** includes only void.
Branch	Enter the appropriate branch if applicable.
Invoice Type	Pick and choose what Invoice Types to include in the invoice printing. **All** includes all invoice types, including Sales, Refund, Voucher and Adjustment. **Sales** includes all sales invoices only. **Refund** includes all refund invoices only. **Voucher** includes all vouchers only. To show partial payments on an invoice, include *Voucher* as an *Invoice Type* selection. **Adjustment** includes all debit and credit memos only.
Client Name	To print an invoice for a specific client, type in a few letters of the client name and choose client from the drop-down menu which appears.
Client Group	To print an invoice for a specific client group that was set up in **Utilities|Setup|Groups**, click the group from the drop-down menu.
UDID's	Select one or more of the UDID's in the system to print on under invoice booking as a one-line entry.

Headers/Footers	Select from the drop-down menu, a header or footer that has been created in **Utilities|Setup|Headers/Footers,** to create a *"Report Footer"* that always prints on a separate page, for example print "Terms & Conditions" as a separate Report Footer on a separate page when running an invoice.

3. Check the following options to include on invoice: *Client Remarks, Invoice Remarks, Voided Bookings, Only Print Open Invoices, Air Segment Information, Print Hotel Address, Print Comm Track Pricing, Print Multiple Invoices as One Job,* or *Print Discount Total.* When *Print Multiple Invoices as One Job* is checked, all invoices displayed are part of a single file for either printing, e-mailing, faxing, or saving. If e-mailing, a single file is created and the recipient only needs to click open the single pdf file and then scroll through or print the multiple invoices contained in the file, instead of having to open multiple pdf files.

When the *Print Discount Total* is checked, the *Gross Fare Total* and *Discount Total* are printed on the invoice using the Face Value and Discount fields from the Expanded Fare Tab of the Booking Screen, if present.

Gross Fare Total: 150.00

Discount Total: -10.00

Invoice Total: 140.00

Payment Total: 0.00

Balance Due: 140.00

4. Click *Preview* to view the report on the screen. (Or click *Print* to send the report directly to the printer without viewing first.) Once the report is on the screen, click the printer icon to print. Or e-mail this invoice by holding down the CTRL key and selecting all the invoice/s to e-mail to send to one client. The selected invoices become highlighted. Click the e-mail icon (envelope) to send.

TAFP Service Fee Report - ARC Only

The TAFP report is found in the main Reports menu, under Invoice. This is the service fee processing report for agencies who process their credit card service fees through ARC.

The TAFP complies with ARC standards, providing details of all service charges paid with a client credit card.

The following is the suggested method of entering TAFP transactions into *Trams Back Office*:

1. Create a Vendor profile called TAFP. (This can be done when entering the service fee booking by typing TAFP in the Non ARC Vendor field, or the profile can be created through the main Profiles menu.)

2. When creating this profile, enter TAFP in the GROUP/BATCH field. ***This is important***.

3. Create a 6000 series expense account called Credit Card Processing Fees.

Now:

4. Enter a Supplier booking with a Travel Type of Svc Fee, the Non-ARC Vendor as TAFP and enter the document number in the Confirmation Number field.

5. Enter the amount of the fee in the Total Fare field.

6. Leave the Tax field blank and enter a commission amount equal to the net amount expected to be received from ARC (presumed to be 96.5% of the Total Fare).

7. Close the supplier booking with a credit card payment. This creates a negative Vendor Balance for the vendor TAFP.

8. At the end of the week run the TAFP report and submit to ARC for the previous Monday to Sunday dates.

9. When processing this report, be sure the Vendor Group field reads TAFP.

Please see Section entitled “Processing TAFP Service Fees” in the *Payments* chapter for complete instructions.

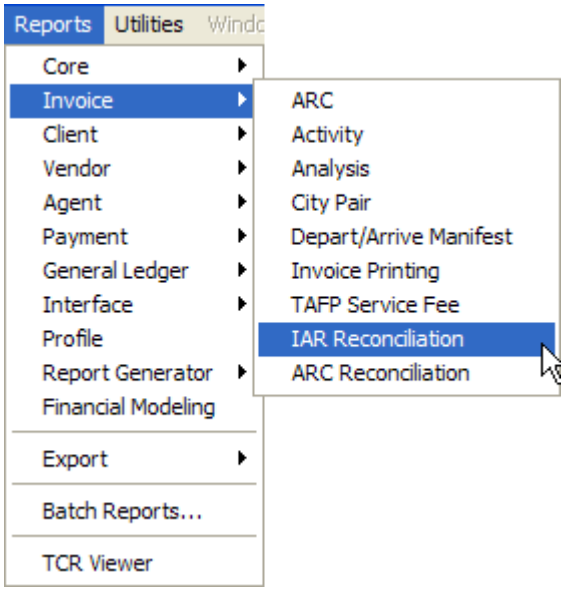
IAR Reconciliation, Method 1

This feature is for U.S. agencies only. The IAR Reconciliation is under Reports in the main menu. Select **Reports|Invoice|IAR Reconciliation**.

Trams Back Office compares the data in the Sales Summary Report file from ARC to the information in *Trams Back Office* and generates an exception report which lists all the differences between *Trams Back Office* data and ARC's data. Once the items that need to be adjusted are known, use that report to make the necessary adjustments before completing the ARC settlement routine.

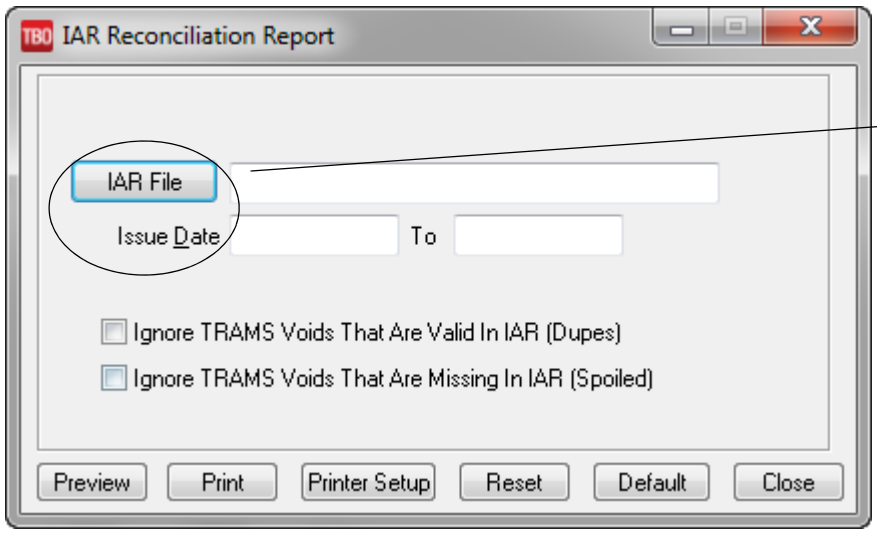
1. Edit data in IAR.
    a) Put tickets in numerical order.
    b) Add any debit memos or refunds to IAR.
    c) In IAR do a LT - List Transaction and compare each ticket to the LT screen.
    d) If modifications are necessary, commission adjustments, adding voids, correction of errors, this can be done from this list.
2. When all tickets have been accounted for, do a LF - List Financial and an IL - to request the data be sent to the www.arccorp.com web site. Copy down the file name from the IL request.
3. Go to *Trams Back Office*. **Reports|Invoice|ARC**. Page down to the last page. Compare to the LF screen printed. If everything matches, the report is reconciled and can be submitted. If there is not a match, do an IAR Reconciliation. Here are the procedures.
4. Go to the ARC Web site, www.arccorp.com, click on Back Office Data, continue, insert ARC number and click continue, click on HERE, insert the User Name and Password. This is case sensitive and the information is on the letter received the Friday prior to activation.
5. See the file name when the IL was done in IAR. Right click on the file number. Select, Save Target As. In the Save As dialogue box, select the folder to save the file in. Change the File Name to one that can be found later by date. Give it a file extension of .txt - example 013112.txt.
6. In *Trams Back Office*, go to **Reports|Invoice|IAR Reconciliation**. (See alternate method for Reconciling

IAR below.



Trams Back Office prompts for a file name. **Enter the drive, directory and extension of the file that gets downloaded from the ARC website.** If *Trams Back Office* is having difficulty reading the file name, try renaming the file with an eight-character file name and three-character extension. For example, use the download date or date of the ARC report as a code for the branch with which the file is associated: ar101912.txt.

IAR Reconciliation Report



After loading the file, leave blank *Ignore Trams Voids That Are Valid in IAR (Dupes),* AND *Ignore Trams Voids That Are Missing in IAR (Spoiled)* if:

- NOT entering IAR (CN) Ghost/Skipped Tickets into TBO as 'Spoiled'.

- NOT interfacing or entering the same ticket number more then once. Some agencies allow for both a non-void and a void instance of the same ticket number, in two invoices on different dates.

Ignore *Trams* Voids That Are Valid In IAR (Dupes)	Check here if interfacing or entering the same ticket number more then once. Some agencies allow for both a non-void and a void instance of the same ticket number, in two invoices on different dates.

Ignore *Trams* Voids That Are Missing In IAR (Spoiled)	Check here if entering IAR (CN) Ghost/Skipped Tickets into TBO as 'Spoiled'.

Note: If user chooses to enter IAR voided *ghost* or *skipped* tickets into TBO as *spoiled*, those spoiled tickets must be entered on a date that is in the reporting period for the IAR file being reconciled.

Click *OK* to start the reconciliation. If *Trams Back Office* returns a blank screen, no changes need to be made and complete the ARC settlement without any corrections. Possible messages generated on the exception report:

Error Messages

Message:	**Means:**
Missing *Trams Back Office* Ticket	The Sales Summary reported a ticket entered in IAR and not entered in *Trams Back Office*. The *Ticket is Voided in IAR, but is not recorded in Trams.*
Missing IAR Ticket	*Trams Back Office* shows a ticket that does not show on the Sales Summary Report. The *Ticket is Voided in IAR, but although the ticket is recorded in Trams, it is not listed as a void.*
Net remits do not match	The ticket shows up in *Trams Back Office* and in the Sales Summary Report but the Net Remit amounts are not the same amount. Change the *Trams Back Office* commission amount to equal the Sales Summary Report before completing the ARC Settlement routine.
Ticket is Voided in *Trams*, but not in IAR	Single TBO Ticket is voided in TBO, but not in IAR
Ticket is Voided in IAR but not in *Trams*	Single TBO Ticket is voided in IAR, but not in TBO

This is a sample of the *Trams Back Office* IAR Reconciliation Report:

IAR Reconciliation Report ARC # 123456

Travel Agency From: 03JULxx

Anytown, IL. 11111 To: 09JULxx

Ticket No	**Invoice No**	**Exception Reason**
7771113333	5589	Missing IAR Ticket - Is voided in IAR, but not in *Trams*.
7771113358	5598	Missing IAR Ticket - Is voided in IAR, but not in *Trams*.
7771113362		Missing *Trams Back Office* Ticket. Ticket is Voided in IAR, But not in *Trams*.
7771113375	5612	Net remits do not match

Once these discrepancies are corrected, the LF and *Trams Back Office* ARC Report should match exactly. Submit the report and know that IAR and *Trams Back Office* match.

IAR Reconciliation Method 2

Interactive Agent Reporting (IAR) provides a way for agencies to submit their ARC Sales Reports electronically.

This feature is for U.S. agencies only. The IAR Reconciliation is under Reports in the main menu. Select **Reports|Invoice|IAR Reconciliation**.

Trams Back Office compares the data in the Sales Summary Report file from ARC to the information in *Trams Back Office* and generates an exception report which lists all the differences between the *Trams Back Office* data and ARC's data. Once the items need to be adjusted are known, use that report to make the necessary adjustments before completing the ARC settlement routine.

1. Edit data in IAR.

a) Put tickets in numerical order.

b) Add any debit memos or refunds to IAR.

c) In IAR do a LT - List Transaction and compare each ticket to the LT screen.

d) If modifications are necessary, commission adjustments, adding voids, correction of errors, this can be done from this list.

2. When all tickets have been accounted for, do a LF - List Financial and an IL - to request the data be sent to the www.arccorp.com web site. Copy down the file name from the IL request.

3. Go to *Trams Back Office*. **Reports|Invoice|ARC**. Page down to the last page. Compare to the LF screen printed. If everything matches, the report is reconciled and it can be submitted. If not matching, do an IAR Reconciliation. Here are the procedures.

4. Go to the ARC Web site, www.arccorp.com, click on Back Office Data, continue, insert ARC number and click continue, click on HERE, insert the User Name and Password. This is case sensitive and the information is on the letter received the Friday prior to activation.

5. See the file name from when the IL was done in IAR. Right click on the file number. Select, Save Target As. In the Save As dialogue box, select the folder to save the file in. Change the File Name to one that can be found later by date. Give it a file extension of .txt - example 013112.txt.

6. Then go to **Payments|ARC Settlement.**

a. Query for the week's ARC tickets so they are displayed on the settlement screen.

b. Click *IAR Reconciliation* on the ARC Settlement screen.

c. Click *IAR Filename* and map to the weekly IAR file.

d. Click *Query* to see the standard IAR Reconciliation Report.

- For tickets where *Net Remit Do Not Match*, *Ticket Is Voided in IAR but Not in Trams*, or *Missing IAR Ticket,* click *Find Ticket* and the cursor lands on the appropriate ticket on the *ARC Settlement* screen to *Edit Invoice* as normal.

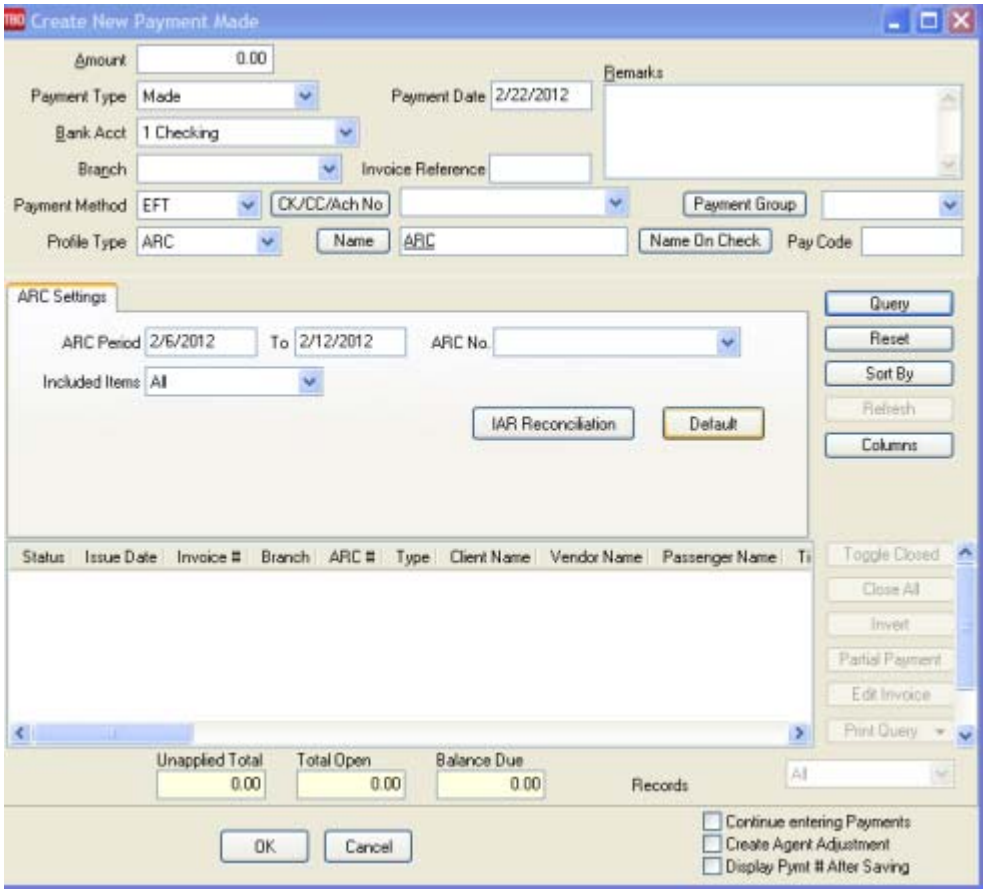
- For tickets that are *Voided In Trams but Not In IAR*, click *Find Ticket* to go to the booking containing that voided ticket in TBO, to *Unvoid* it, allowing the ticket to now show correctly on the ARC Settlement Screen.

- For any exceptions that are *Missing Trams Ticket*, click off the IAR Reconciliation screen and manually add the missing tickets.

IAR Reconciliation Method 3

Download the IAR file from the IAR website.

1. Go to **Payments|ARC Settlement**.



2. Query for the week's ARC tickets so they are displayed on the settlement screen.

3. Click IAR Reconciliation on the ARC Settlement screen.

4. Click IAR Filename and map to the weekly IAR file.

5. Click Query to see the standard IAR Reconciliation Report.

a. For tickets where *Net Remit Do Not Match*, *Ticket Is Voided in IAR but Not in Trams*, or *Missing IAR Ticket*, click *Find Ticket* and the cursor lands on the appropriate ticket on the ARC Settlement screen to *Edit Invoice* as normal.

b. For tickets that are *Voided In Trams but Not In IAR*, click *Find Ticket* to go to the booking containing that voided ticket in TBO, to Unvoid it, allowing the ticket to now show correctly on the ARC Settlement Screen.

c. For any exceptions that are *Missing Trams Ticket*, click off the IAR Reconciliation screen, and manually add the missing tickets.

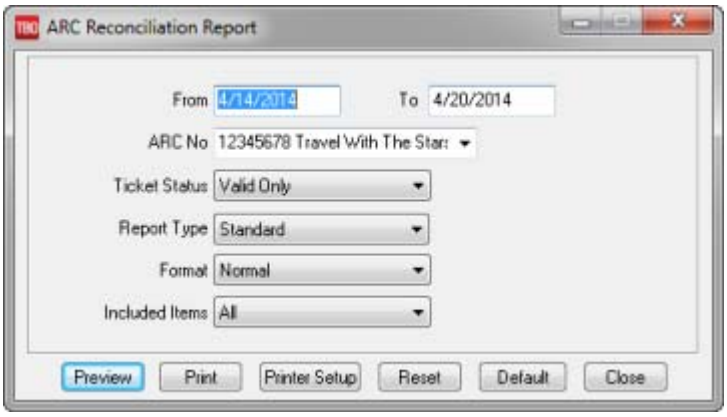
Note: This is the same IAR Reconciliation exception report that was only available before under **Reports|Invoice|IAR Reconciliation**. The IAR Reconciliation from the ARC Settlement screen works the same way and provides that same exception report, but now has linking ability to the tickets displayed on the ARC Settlement Screen.

ARC/BSP Reconciliation

With ARC/BSP Reconciliation, process reports based on ticket information. This report lists all tickets

numerically. Any ticket number which is out of sequence is marked with an “*”. Duplicate ticket numbers are marked with a "#" if they are on different invoices. If there is a duplicate ticket on the same invoice, this is indicated with a "+".

Columns displayed on report are: Ticket No, Invoice Number, Branch, Airline Code, Gross Fare, Commission, Rate and Net Remit and FOP.



1. Click **Reports|Invoice|ARC/BSP Reconciliation**.

2. Select settings.

ARC/BSP Reconciliation Report

From/To	Specify the period for which data is included in the report. Double click on the field for a calendar menu.
ARC/BSP No	Choose appropriate ARC/BSP number from the drop-down menu.
Ticket Status	From drop-down menu choose, Valid Only, Voided Only, or All.
Report Type	Specify a Standard Report or a report By Airline from the drop-down menu.
Format	Select from a drop-down menu, a normal or expanded report format (which includes passenger information, as well as Gross Fare, Commission Amount and Remit Amount).
Included Items	From drop-down menu, include All items, IAR Only items, or Non-IAR Only items.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

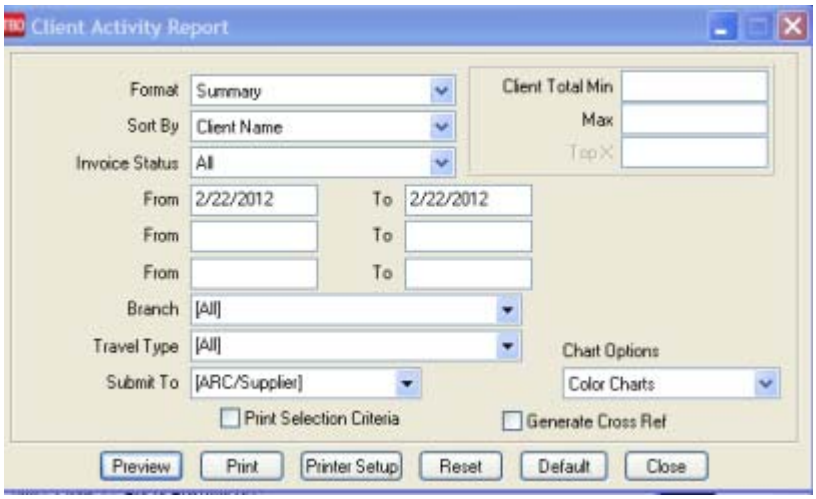
Client Reports

The following reports are found under **Reports|Client** menu items:

Activity	Sales Activity, Receivables, or Receipts by client for a defined period.
Statement	Statement, Client History, or Group reporting with detail.
Lists and Labels	Client profile data that can be used for creating lists and labels.

Client Activity Report

1. Click **Reports|Client|Client Activity**.



2. Select settings.

Format	Choose Summary or Detail.
Sort By	Use the drop-down menu to select a sort by Client Name, Total Sales, Total Sales by Client Type, Total Commission, or Total Commission by Client Type.
Invoice Status	Use the drop-down menu to select All invoices, All ARC/Supplier and Closed Comm Track Invoices, Open Invoices, or Closed only.
From/To	Enter up to 3 ranges of Invoice Dates.
Branch	Allows the report to be processed by branch
Travel Type	Select from 25 Travel Types from drop-down menu, or right mouse click to select options.
Submit To	Use the drop-down menu to indicate ARC, Supplier, and/or Commission Track.
Client Total Min/Max	Indicate a Minimum/Maximum Invoice Total range.
Color Charts	Check here if colored charts are desired at the end of the report.
Print Selection Criteria	Check here to obtain a listing of the filters used to run report.

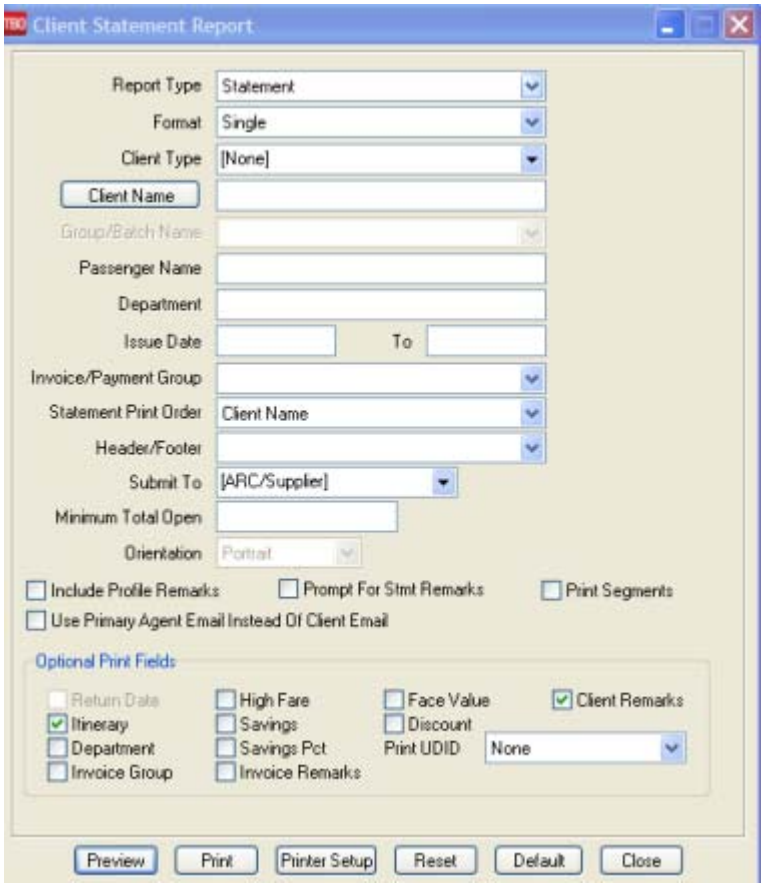
3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Client Statements

Statements are for billing Clients. A statement shows open invoices. To print a standard billing statement:

1. Click **Reports|Client|Statement**.



2. Select settings.

Report Type	Choose *Statement*, *Statement Wide* (includes Arrival and Depart Dates), *Summary* (invoices for designated period with a payment summary), *Summary Wide* (includes remarks), and *Fare Savings* #1(includes fare code fields) from drop-down menu. There is also an option for *Statement-Summary* which shows a one-line summary for each invoice. With this feature the details for markup lines and service fees are displayed as part of a total invoice amount and not as individual bookings within an invoice.
Format	Select *Single, Group, or Batch* (see Group/Batch Name below).
Client Type	Choose *Leisure* or *Corporate*. To print statements for <u>all</u> clients, leave as *All*.
Client Name	In the *Client Name* field, type in a specific client name or leave blank to print for all clients. Query for a desired client by clicking on *Client Name.* If a single profile is indicated, one report is run.
Group/Batch Name	If a Group or Batch in Format field has been selected, type in the specific group or batch name for which the statements are being printed. Selecting Group provides one report for all profiles in the group, whereas selecting Batch provides a separate report for each profile in the group.

Passenger Name	Statements can be run in Summary format for specific passengers with segments.
Department	To print this statement for a specific department for a corporate client, type in the department name/number in the *Department* field.
Issue Date	Enter up range of invoice dates to include on statement.
Invoice Group	Use the drop-down menu to indicate a specific Invoice Group.
Statement Print Order	From the drop-down menu, select the sort for the printed statement - by Client Name or Client ID.
Header/Footer	Select a header/footer for report from the drop-down menu.
Submit To	From drop-down menu, indicate ARC, Supplier, and/or Commission Track invoices.
Minimum Total Open	Enter minimum invoice total here; only statements where the total exceeds the amount set in the field is displayed. (The field is intended to sort through ALL clients and only display those client statements that "exceeds" the minimum amount entered into this field. The field has no effect on a query for a single client or a group of clients. The field is used by agencies to filter our statements when the amount owed is too small to justify processing the statement. Sending a client a statement for $1.45, is not, in the minds of many agencies, worth the effort or possible postage costs.)
Orientation	Select from Portrait or Landscape from drop-down menu.
Include Profile Remarks	Check *Include Profile Remarks* if remarks are desired.
Prompt for Stmt Remarks	Check here to modify any Statement Remarks on statement. A change here does not change master remarks set up in Global Defaults.
Print Segments	Check *Print Segments* field is wanted on document.
Use Primary Agent's E-mail Instead of Client E-mail	This option to allow users to e-mail client statements to the Primary agent's e-mail address. A look-up is performed to identify the primary agent in the client profile, then another look-up to that agent's profile to obtain the agent's e-mail address.
Optional Print Fields	By selecting the items in the optional print fields, there's flexibility in what gets printed on the Client Statement. Select the landscape mode in the Page Setup to print these additional fields. **Warning:** Be careful not to check too many fields as 132 characters cannot be exceeded. If the field does not print in landscape mode, it means it has exceeded its printing limit.
Print UDIDS	Agencies that use UDID's for things that need to appear on a customer statement, like Purchase Order # can add that UDID captured item by clicking on the drop-down menu to select.
Invoice Group	Check here to include the Invoice Group on the Client Statement.
Invoice Remarks	Check here to include Invoice Remarks on the client Statement.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Mary Jones wants you to fax her statements every month. You enter her fax number in her profile. This number appears on Mary's printed statement and is readily available to the person who faxes statements.

Notes: An *Available Balance Line* appears on the Client Statement and is calculated from the Credit Limit field (if it has been entered in the profile) less the amount outstanding on the statement.

Save one or multiple reports to a file or send one or multiple reports via e-mail from the preview screen:

Use the control key and mouse to select the files on the left to save to file, and click the floppy disk icon on the tool bar to save, or send selected files using the e-mail icon. An e-mail address in profile is needed to send an e-mail. If the e-mail program can insert a fax number into the e-mail *To* field in place of a normal e-mail address, enable the *Use Fax* option when e-mailing multiple statements.

Fare Savings 1

To produce Fare Savings 1 report set up the Fare Code Table:

1. Click **Utilities|Setup|Fare Codes**.

2. Click the *Fare Code* box and type in the *Fare Code*. (Fare Codes are two-character alphanumeric codes, such as UG, 01, S4, etc.)

3. In the *Fare Desc* field, type in the description that will correspond to the Fare Code entered (e.g. Upgrade). The description is the fare justification information.

4. Click *Add* to add the Fare Code to the list.

5. Once all Fare Codes have been added, print the list by clicking *Print*.

6. When the Fare Codes and Descriptions have been entered, click *OK* to save.

Example Codes:

01 - Saturday Night Stay	**06 - 14-Day Advance required**
02- Connecting flight	**07 - 07-Day Advance required**
03 - First Class	**08 - Minimum Stay**
04 - Business Class	**09 - Season Fare**
05 - Coach	**10 - Time of Day Travel**

Now identify the codes within the invoice booking in the Expanded Fare Information screen.

1. Create sales invoice as usual.

2. Click the *Expanded Fare Info* tab.

3. In the *Fare Savings Info* section of the screen, type in the *High Fare* or *Low Fare* (or both if applicable).

4. Click *Fare Code* to view the *Fare Code Table* and select the appropriate code.

Note: If interfacing, enter the fare savings amounts and codes in accounting lines in the PNR on the CRS. (See the Interface Guide for formats.)

To Print Fare Savings Reports:

1. Click **Reports|Client|Statement**.

2. In the *Report Type* field, click the arrow and choose *Fare Savings 1*.

3. Complete the rest of the fields as usual.

4. Click *Preview* to view the report on screen. (Or click *Print* to send the report directly to the printer without viewing first.)

After viewing the report on the screen, click the printer icon to print.

Note: There is also a Fare Savings Report in Report Generator that can be modified. To view this report, click **Reports|Report Generator|Print Report**. The report is called *Client Fare Savings (CL_FS_D)*.

Client Lists and Labels

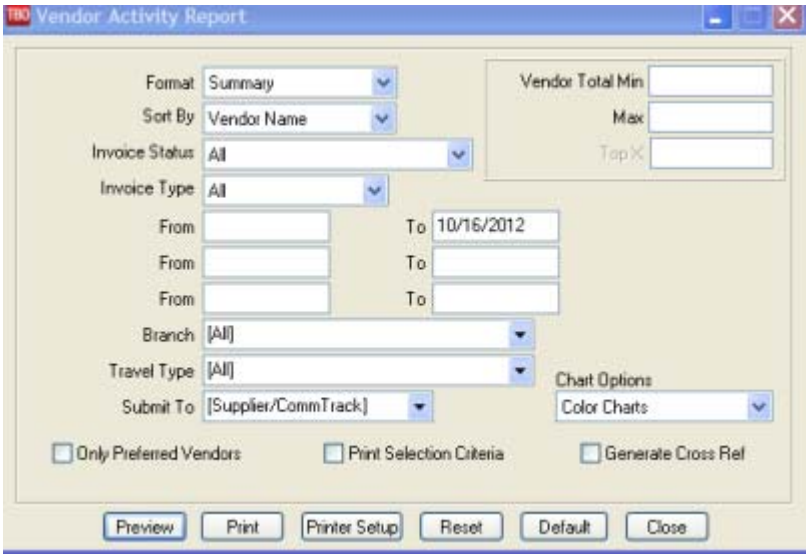
*(*See Lists and Labels under **Reports|Profile**.)

Vendor Reports

The following reports are found under the **Reports|Vendor** menu options:

Activity	Sales Activity, Receivables, or Receipts by vendor for a defined period.
Statement	Statement or Vendor History with detail.
Lists & Labels	Vendor profile data that can be used for lists and labels.

Vendor Activity Reports



1. Click **Reports|Vendor|Vendor Activity**.

2. Select settings.

Format	Choose Summary or Detail.
Sort By	Use the drop-down menu to select a sort by Vendor Name, Total Sales, or Total Commission (this last readily rank vendors by commission yield, or total dollars the agency received from the vendor, rather than the dollars paid the vendor.)
Invoice Status	Use the drop-down menu to select All invoices, All ARC/Supplier and Closed Comm Track Invoices, Open Invoices, or Closed only.
From/To	Enter range/s of Invoice Dates. Additional date range options to the Vendor Activity report can compare vendor activity for the same vendor to another date range in the Vendor Activity Report (year to year, year to date, month to month, day to day).
Branch	Allows the report to be processed by branch
Travel Type	Select from 25 Travel Types from drop-down menu, or right mouse click to select options.

Submit To	The Vendor Activity report includes ARC/BSP as well as supplier and commission tracking type bookings. Choose any combination of these from the drop-down menu.
	You want to see the commission earned on your tour business for Preferred vs. Non-preferred. Print a Vendor Activity report, set the Submit To field to Supplier, and the Travel Types field to both *tour-dpst* and *tour-finl.*
Vendor Total Min/Max	Indicate a Minimum/Maximum Invoice Total range.
Color Charts	Check here for color charts at the end of the report.
Print Selection Criteria	Check here for a record of filters used to run report.
Only Preferred Vendors	When placing a check mark in the option, the report returns results only for Vendors that have the preferred vendor box checked in the profile. The preferred vendors are indicated with an asterisk in both the standard and wide formats of the report, parallel to how preferred clients look on the Client Activity reports.
Generate Cross Ref	By checking this box, *Trams Back Office* retains the vendor information for use when printing out labels. Go to **Reports|Vendor|Lists and Labels**, choose labels as Report Type, and check the box *Use Cross Reference.* The labels printed are the names selected when the Vendor Activity report was set up.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Note: The asterisk on the Vendor Activity Reports indicates Preferred Vendors.

Vendor Statements

Statements are for billing Vendors. A statement shows open invoices.

Your agency has just signed a commission override plan with American Airlines. Since this plan is based on productivity, you print a weekly Vendor Analysis report and change the *Submit To* field to ARC/BSP.

This report provides you with total number of invoices per air carrier, the gross amount, the commission amount, and the net remit amount.

To print a standard billing statement:

1. Click **Reports|Vendor|Statement**.

2. Select settings.

Report Type	Choose Statement, Statement Wide (includes Arrival and Depart Dates), Summary, and Summary Wide (includes Arrival and Depart Dates) from drop-down menu.
Vendor Name	In the *Vendor Name* field, type in a specific name or leave blank to print for all vendors. Query for a desired vendor by clicking on *Vendor Name.* If a single vendor is indicated, one report is run.
Group/Batch Name	Having selected Group or Batch in Format field, type in the specific group or batch name for which the statements are printing. One report is run for each vendor in the group.

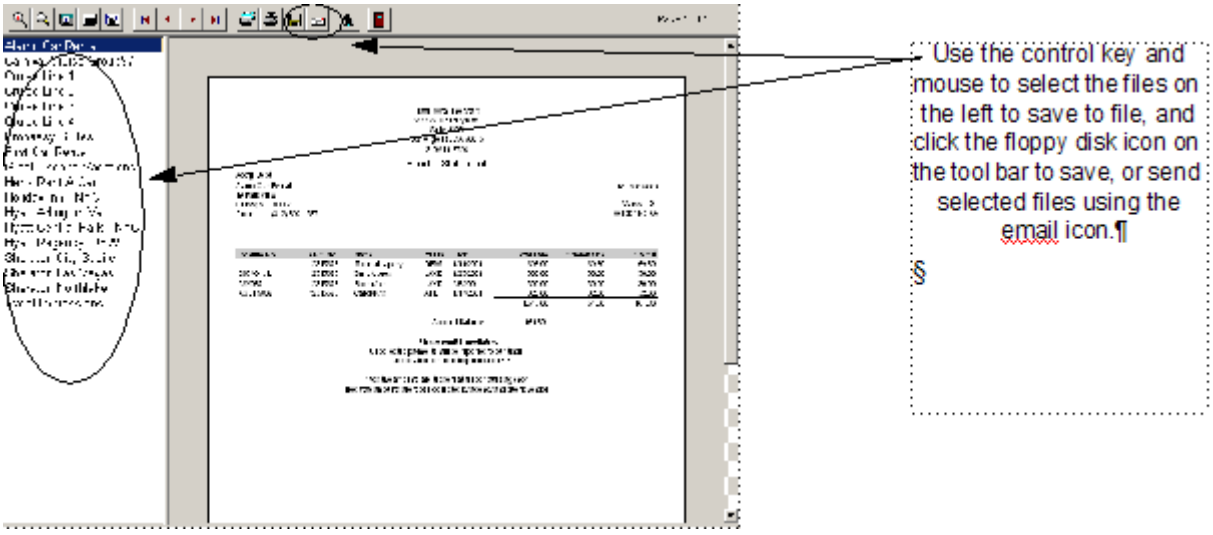
Issue Date	Enter up range of invoice dates to include on statement.
Invoice Group	Use the drop-down menu to indicate a specific Invoice Group.
Latest Depart Date	Enter the latest depart date to use for the invoice selection.
Invoice Type	Select *All, Incoming* or *Outgoing* from drop-down. (Separate invoices by those that the agency owes to the Vendor, a true payable, vs. receivables the agency is owed by the Vendor.
Branch	From drop-down menu, choose the appropriate branch/s for which to print statements.
Travel Type	From drop-down menu, choose the travel type for which to run these statements. Run unpaid commission statements without having to group all hotel profiles together.
Submit To	From drop-down menu, indicate ARC, Supplier, and/or Commission Track invoices.
Minimum Total Open	Enter minimum invoice amount - only statements where the total exceeds the amount set in the field is displayed. (The field is intended to sort through ALL vendor profiles and only display those vendor statements that "exceeds" the minimum amount entered into this field. The field has no effect on a query for a single vendor or a group of vendors. The field is used by agencies to filter our statements when the amount owed is too small to justify processing the statement. Sending a vendor a statement for $1.45 commission due, is not, in the minds of many agencies, worth the effort or possible postage costs.)
Header/Footer	Put the default header/footer on the vendor statements, select it from drop-down menu, otherwise leave blank to print nothing.
Orientation	A Statement defaults to Portrait orientation, while a statement-wide format defaults to Portrait, but select Landscape from the drop-down menu if desired.
Optional Print Fields	Check any of the options to print on the statements: *Invoice Number, Itinerary, Vendor Remarks, ARC No.,* or *Return Date.*
Print UDIDS	If UDIDS are used such as vendor codes specific to the agency, choose a UDID from the drop-down menu for this to appear on statement.
Prompt for Stmt Remarks	Check here to modify any Statement Remarks on statement. A change here does not change master remarks set up in Global Defaults.
Include Profile Remarks	Specific profile remarks from the *Profile Marketing Tab* can be printed on statements.
Print Foreign Currency Values	Check here to print out foreign currency amounts and codes for those items automatically populated through GDS interface, like foreign hotels booked through the GDS.

3. Click *Preview* to view the report to the screen. (Or click *Print* to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Note: Save one or multiple reports to a file or send one or multiple reports via e-mail from the preview

e-mailscreen:


Use the control key and mouse to select the files on the left to save to file, and click the floppy disk icon on the tool bar to save, or send selected files using the email icon.¶
§

Use the control key and mouse to select the files on the left, and click the floppy disk icon on the tool bar to save, or send selected files using the e-mail icon. The profile must have an e-mail address in it to send it via e-mail.

Vendor Lists and Labels

*(*See Lists and Labels under **Reports|Profile**.)

Agent Reports

The following reports are found under the **Reports|Agent** menu option:

Activity	Sales Activity, Receivables, or Receipts by agent for the period defined.
Statement	Detailed statement for selected agent for the period defined.
IC Export	Used by HOST agency to create a mailmerge file that can be used by IC with TBO to reconcile Host Commissions.

Agent Activity Report

1. Click **Reports|Agent|Agent Activity**.

2. Select settings.

Format	Choose Summary or Detail. When printed in Summary format, the Agent Activity Report lists the total number of invoices, number of bookings, total fare on those invoices, the agency's commission, the agent's commission, and the agent's “share” of the total fare, and total agency commission in the last two Productivity columns. If two agents work on a cruise booking together, their “share” of this booking, or productivity is split 50/50. This may not be their agent commission percentage. Agent #1 may be an inside agent making 0% commission, and Agent #2 may be an outside agent making a 25% commission. These amounts appear in the Agent Commission Column. More data helps to better analyze agents' performance.
Travel Type	Use the drop-down menu to select any combination of Travel Types or by right mouse clicking in this field.
ARC Non-CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Client Pymt Date.)
ARC Client Status	From drop-down menu, select All, Open or Closed.
ARC CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Issue Date or Vendor Pymt Date.)
ARC Vendor Status	From drop-down menu, select All, Open or Closed.
ARC Debit/Credit Memos	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Issue Date.)
Supplier Non-CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Vendor Pymt Date.)
Supplier Client Status	From drop-down menu, select All, Open or Closed.
Supplier CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Vendor Pymt Date.)
Supplier CC No Remit	From drop-down menu, select Issue Date, Client Pymt Date, or Exclude. (Recommend Client Pymt Date.)
Supplier Vendor Status	From drop-down menu, select All, Open or Closed.
Comm Track	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Vendor Pymt Date.)
Comm Track Vendor Status	From drop-down menu, select All, Open or Closed.
From/To Dates	Enter date range of invoices to use in report.
Branch	Allows the report to be processed by branch.
Branch Group	Allows the report to be processed by branch group.
Agent Status	Select All, Inside, or Outside.
Agent Recon Status	Select All, Not Cleared or Cleared (used with Agent Reconciliation feature).
Agent Action	Select Is Blank, Booking or Ticketing.
Preferred Vendor Status	From drop-down menu, select All, Preferred, or Non-Preferred.

Agent Name	To run report for just one agent, type in a few letters of agent name and choose off the drop-down menu.
Agent Group	Select the Agent group from the drop-down menu.
Print Selection Criteria	Check here to print out the report selections.
Output Format	Select Report or Mailmerge from the drop-down menu.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Note: When looking at the actual Agent Activity Report, the Fare Productivity Column is the total fare divided by the number of agents on the invoice. The Commission Productivity Column is the total commission divided by the number of agents on the invoice.

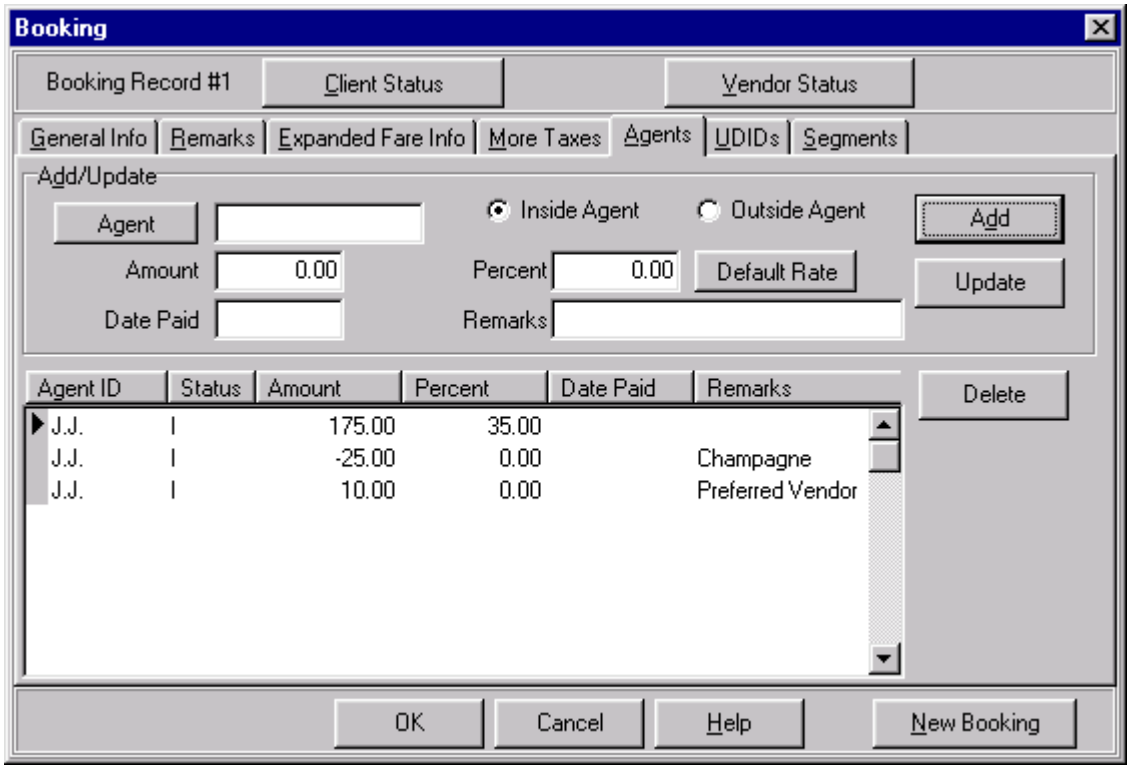
Mary Smith, your outside agent, did a cruise booking for $1000 in the month of April. Mary earns a 35% commission on her bookings. She called the reservation in to your office. It was entered into the GDS by your inside agent, Susan. Susan is paid a salary and makes 0% commission on her bookings.

When you print the Salesagent Activity report for all of your agents (both inside and outside) you notice that the $1000 fare appears for both of them in the Total Fare column, the $100 commission appears for both of them in the Commission column. Mary's 35% commission ($35.00) appears in the Agent Commission column, Susan has a zero amount in the Agent Commission column because she is paid a salary. But, because they both worked on the same booking, the productivity columns divides the full fare and the full commission by the number of agents, giving each of them a $500 full fare productivity credit, and a $50 commission productivity credit.

Jay Jackson, an outside agent, orders champagne for his client's honeymoon cruise. When entering the cruise in *Trams Back Office*, go the top of the booking screen to the field called Agents. Click and open the commission box.

After entering Jay's 35% commission for the cruise booking, you make another entry for a negative $-25.00 and use the remarks field, letting Jay know you are charging him for the champagne. You notice Jay used a preferred vendor, so you added a $10 bonus.

Agent Commission Detail on Sales Invoice



To review the special entries required to interface this information, please refer to *Trams Back Office* Interface Guides in this manual for a specific GDS.

Agent Statements

Agent Statements provide sales production information for an agent, and can be used to determine what to pay commissioned agents. The Agent Statement settings are designed to report commission due to the agent only after the agency has received and recorded payment from the client/vendor. Following the recommended settings eliminates paying an agent more than once for the same booking.

To print a Commission Due report (commission payable to agent), we suggest the following procedures:

To print a standard billing statement sorted by invoice date:

1. Click **Reports|Agent|Statement**.

2. Select settings.

Agent Name	In the *Agent Name* field, type in the agent's name/code or leave blank to print statements for all agents. To query for a specific agent, click *Agent Name.*
Agent Group	Group statements can be run using the group/batch field on agent profiles.
Format	From drop-down menu select summary or detail (which is suggested format).
Travel Types	Use the drop-down menu to select any combination of Travel Types or by right mouse clicking in this field. *All* is recommended.

ARC Non-CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Client Pymt Date.)
ARC Client Status	From drop-down menu, select All, Open or Closed.
ARC CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Issue Date or Vendor Pymt Date.)
ARC Vendor Status	From drop-down menu, select All, Open or Closed.
ARC Debit/Credit Memos	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Issue Date.)
Supplier Non-CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Client Pymt Date.) Service fees and any zero net remit invoices are not displayed on the statement with *Vendor Payment Date* selected.
Supplier Client Status	From drop-down menu, select All, Open or Closed.
Supplier CC	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Vendor Pymt Date.)
Supplier Vendor Status	From drop-down menu, select All, Open or Closed.
Supplier CC No Remit	From drop-down menu, select Issue Date, Client Pymt Date, or Exclude. (Recommend Client Pymt Date.)
Comm Track	From drop-down menu, select Issue Date, Client Pymt Date, Vendor Pymt Date or Exclude. (Recommend Vendor Pymt Date.)
Comm Track Vendor Status	From drop-down menu, select All, Open or Closed.
From/To Dates	Enter date range of invoices to use in report. Note: If using departure dates, Debit Memos will not be included.
Branch	Allows the report to be processed by branch
Branch Group	Select a Branch Group from the drop-down menu.
Agent Status	From drop-down menu, select All, Inside, or Outside.
Agent Recon Status	Select All, Not Cleared or Cleared (coming from the Agent Reconciliation feature.
Include Agent Adjustments	From drop-down menu, select YES or NO.
Preferred Vendor Status	From drop-down menu, select All, Preferred, or Non-Preferred.
Depart Date From/To	Enter date range of invoices to include in statement.
Agent Action	From the drop-down menu, select Ticketing or Booking Agent.
Header/Footer	Select a customized header/footer from the drop-down or leave blank.
Print Selection Criteria	Check here to print out report selections.
Include Profile Remarks	Check here to print profile remarks on statement.
Include Travel Type Summary	Check here to print Travel Type Summary on statement.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Notes:

a) Although *Trams Back Office* provides the ability to print Agent Statements by Departure and Arrival Dates, we do not recommend this method for the following reasons:

- Client and Vendor Payment Dates are reconciled against bank statements or ARC/BSP reports or both. Departure and Arrival Dates are never reconciled which means they can be fictitious or altered.
- Travelers can request refunds after the departure date.
- Client and Vendor Payments can (and do) occur after departure dates.

b) By selecting the option *Closed* in the ARC/BSP Vendor Status field, it is likely to get a blank report, but there is an not an error. Why? Because an ARC/BSP Vendor Status field of *Closed*, means the bookings were marked closed using the ARC/BSP Settlement routine.

c) Save one or multiple reports to a file or send one or multiple reports via e-mail from the preview screen. Use the control key and mouse to select the files on the left, and click the floppy disk icon on the tool bar to save, or send selected files using the e-mail icon. The profile must have an e-mail address in it to send it via e-mail.

d) Notice the *Summary by Travel Type* at the end of this report. Agents can see a summary of their activity by Travel Type like it is displayed in the Sales Activity Report.

IC Export

The IC Export is used by a HOST agency and contains CC and any possible Cash/Check Commissions due to the IC, along with any Fee Invoice charged the IC. This export creates a report or a mailmerge file which can be used by an IC with TBO to reconcile its Host Commissions as it would do for PayMode/Pegasus Commissions. The Host should include this file with a copy of the Crystal Report for Host Commissions Paid less any fees charged, along with the IC's Payment Check.To print a standard billing statement:

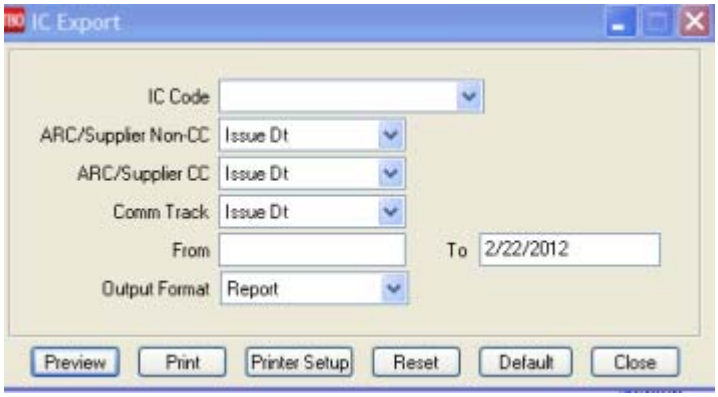
1. Click **Reports|Agent|IC Export.**

2. Select settings.

IC Code	Select the IC Code from the drop-down menu for the IC for which this file is being produced.
ARC/Supplier Non-CC	From drop-down menu, select *Issue Date, Client Payment Date, Vendor Payment Date, or Exclude*.
ARC/Supplier CC	From drop-down menu, select *Issue Date, Client Payment Date, Vendor Payment Date, or Exclude*.
Comm Track	From drop-down menu, select *Issue Date, Vendor Payment Date, or Exclude*.
From/To Dates	Enter a date range for which to run this report/file.
Output Format	Select *Report* or *Mail Merge* from the drop-down menu.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first or to name or direct the path for the Mail Merge file.)

4. Click the print icon to print.



Payment Reports

The following are reports listed under the **Reports|Payment** menu option:

Receipts	History of receipts.
Disbursements	History of disbursements.
Payment Analysis	History of payments.
Check Writer	Print Checks.
CC Merchant	List CC Merchant Transactions.
Credit Card Reconciliation	Print out an exception report highlighting the differences between *Trams Back Office* credit card transactions and a data file that is received from Visa, MasterCard, Diner's Club, AMEX, AAUATP or DLUATP.
Group Revenue	Analyze the profit for a group on one report.
Operating Payables	History of Operating Payables.
ACH Export	Create a file for handing off ACH payment data to a bank or other Payment Distribution Service.
Audits	Captures information when the full credit card was viewed based on the user logged in at the time the full credit card number was viewed.

Receipts

The Receipts report provides a history of receipts. To print the Receipts report:

1. Click **Reports|Payment|Receipts**.

2. Select settings.

Receipts Report Selection Criteria

Receipts From/To Date	Enter a range of receipt dates.
Payment Method	From drop-down menu select any combination of payment methods including Cash, Check, CC, Other, CC Merchant and/or EFT.

Received From	From drop-down menu select any combination of received from including All, Client, Vendor - ARC, Vendor - Supplier, Vendor - Commission Track, Agent and/or Other.
Bank Account No.	From drop-down menu, select a bank account for the Receipts report.
Remarks	Input remark from a specific receipt/s to call up those receipts in report.
Sort by	Sort the report by either Payment Date or Profile ID.
Output	Select from drop-down menu, *Report* or *Mailmerge* format. The mailmerge format can be used with MS Excel or similar software.
Orientation	From the drop-down, select Portrait or Landscape.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Disbursements

The Disbursements report provides a history of disbursements.

To print the Disbursement report:

1. Click **Reports|Payment|Disbursements**.

2. Select settings.

Payment From/To Date	Enter a range of payment dates.
Payment Method	From drop-down menu select any combination of payment methods including Cash, Check, CC, Other, CC Merchant and/or EFT.
Paid To	Check or uncheck from the drop-down menu: *Client, Vendor - ARC, Vendor - Supplier, Vendor - CommTrack, Agent, Other* (default is *All*).
Bank Account No.	From drop-down menu, select a bank account for the Receipts report.
Remarks	Input remarks from a specific disbursement/s to call up those disbursements in report.
Sort by	Sort the report by either Payment Date or Profile ID, or Check/CC #.
Output	Select from drop-down menu, *Report* or *Mailmerge* format. The mailmerge format can be used with MS Excel or similar software.
Orientation	Select Portrait or Landscape from the drop-down.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Payment Analysis

The Payment Analysis report provides a history of payments.

To print the Payment Analysis report:

1. Click **Reports|Payment|Payment Analysis**.

2. Select settings.

Payment Type	From drop-down menu select any combination of payment types including Received, Made, Deposit, and/or Withdrawal.
Payment Method	From drop-down menu select any combination of payment methods including Cash, Check, CC, Other, CC Merchant and/or EFT.
Payment From/To Date	Enter a range of payment dates.
Payment Rec No	Enter a specific payment record number to call up that in report.
Invoice Rec No	Enter a specific invoice record number to call up that in report.
Remarks	Input remark from a specific payment/s to call up those payments in report.
Profile Type	From drop-down menu select any combination of profile types including All Clients, All, Leisure, Corporate, Vendor, Agent and/or Other.
Profile Name	In the *Profile Name* field, type in a specific name or leave blank to print for all profiles. Query for a desired client by clicking on *Profile Name.*
Profile Group	Enter a specific profile group, selecting from the drop-down menu.
Payment Group	Enter a specific payment group, selecting from the drop-down menu.
Bank Acct	Select a specific bank account for which to run this report, or leave blank to run for all.
Branch	Select a specific branch for which to run this report, or leave blank to run for all.
CC/Check #	To run the report for a specific credit card or check number, input number here.
Payment Status	From the drop-down menu, select *All, Valid,* or *Voided*.
Name on Check	Query for a check based on the Name on Check rather than the Profile Name.
Sort by	Determine the sort of the report by choosing *Date, Name* or *Ck/CC No.* from drop-down menu. When sorted by name items are subtotaled.
Subtitle	Add more description to this report for handoff.
Output format	Select report or mailmerge from the drop-down.
Only Unapplied	Check this box if to select Only Unapplied payments.
Print Journal Entries	Check this box if to print journal entries.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Check Writer

Print out checks using the check writer.

To print checks:

1.Click **Reports|Payment|Check Writer**.

2. Select settings.

Check Writer Name	From the drop-down menu select which check writer setting to use. When setting up the check writer in **Utilities|Setup|Checks**, set up as many check settings as are needed. For example, one for payroll checks, one for normal disbursements, etc.
Print Pre-Numbered Check	From drop-down menu select Yes or No.
Pause after first Check	From drop-down menu select Yes or No.
Bank Account	From drop-down menu select bank account these checks are written from.
Starting/Ending Check No	This field is defaulted to the next check number available; or enter a range of checks to print.
Number of Copies	Enter number of copies of check to be printed.
Check Printer	From drop-down menu, select printer.
Print Continuous Feed	Check this box for continuous feed checks.
Print Preview	Check this box to preview checks before printing.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Note: The starting check number does not default if *Print Pre-Numbered Checks* is set to YES. If printing multiple checks, we would not know which check number to default to. If printing one check at a time, it is easier and quicker to print those checks from the Payment Query screen.

CC Merchant Report

The CC merchant report summarizes the credit card transactions to view the impact those transactions have on the bank account

CC Merchant Report is under the **Reports|Payment|CC Merchant** menu options. This report currently supports American Express, Diner's Club, MasterCard, Discover, and Visa. Click the drop-down arrow on *Included CC's* and select the credit card(s) to include. Click *OK*.

To print the CC Merchant Report:

1. Click **Reports|Payment|CC Merchant**.

2. Select settings.

CC Merchant Report Selection Criteria

From/To Date	Enter a date range for this report.
Bank Account	From the drop-down menu, select bank account these checks are written from.
Included CC's	Use the drop-down menu to select any combination of credit cards: American Express, Diner's Club, Discover, MasterCard, Visa and/or Other.
Format	From drop-down menu, select Report or Mail Merge.
Status	From drop-down menu, select All, Cleared or Not Cleared.
Branch	Select the branch from the drop-down menu.

3. Click *Preview* to view the report to the screen. (Or click *Print* to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

The Upper Peninsula Travel Agency has Credit Card Merchant Accounts with Visa and MasterCard. At the end of each day the bookkeeper, Lars, runs a CC Merchant report showing the total activity affecting the bank account. Lars makes a payment received from the CC company via EFT, and it is journalized as a debit to Cash in Bank and a credit to CC Merchant receivables accounts.

At the end of the month, Lars runs the End of Period, which clears out the CC Merchant receivables account by debiting the account and crediting the client balances. When the agency reconciles their bank statement, they enter any CC service charge as payments made to the CC company, with a pay method of EFT, and journalize the payment as a debit to CC Service Fees and a credit to Cash in Bank.

Credit Card Reconciliation

The Credit Card Reconciliation report is an exception report that compares a data file provided by a credit card company for Visa, MasterCard, Diner's Club, AMEX, AAUATP or DLUATP with transactions that exist in *Trams Back Office*. Look on the credit card website to learn how to obtain the data file.

For American Express, this feature is used to highlight the differences between files that are received from American Express about a specific agency corporate client and its travel charges made with American Express. The transactions are Airline tickets processed through ARC with a payment type of CC and a Amex card number. American Express has several file types and several delivery methods. The file received from American Express must be the dtail3a.prn file which American Express may also refer to it as a Recon D (KR1002) in ASCII format.

To obtain this file, contact the American Express MIS Department at 800-542-0995. Request the CSV format using a delivery method of diskette. The diskette ordered in the CSV format should be a dtail3a.prn file. Some agencies have larger files that cannot be put on a single diskette. Ask about downloading this dtail3a.prn file for use in TBO.

Special Note to Worldspan Users: The Credit Card Reconciliation functionality has changed for Worldspan users, so that Service Fee tickets (Airline=XD) where the ticket number is not starting with 81 or 19 are handled differently. ARC recently made a change to Travel Agency Service Fee (TASF) transactions submitted through the Worldspan GDS. The agencies client credit card statements show the same document number for the TASF charge as for the airline ticket number, when the TASF is issued at the same time the airline ticket is purchased. If the TASF is not related to an airline ticket purchase the credit card statement will continue to show an MCO number.

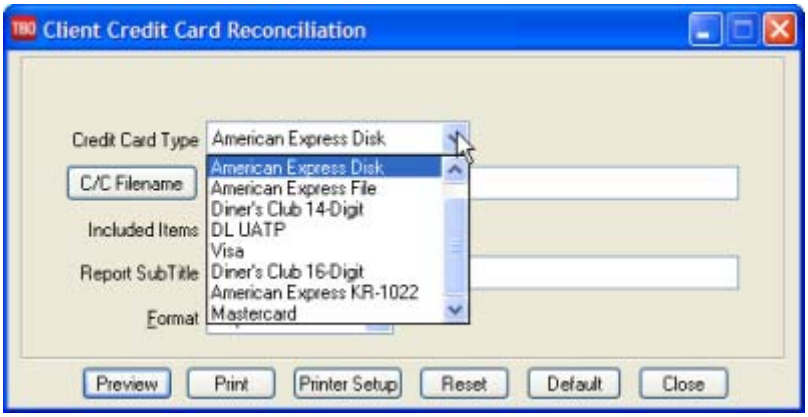
This change was made in response to numerous requests from travel agencies, especially those that service corporate accounts, to match the TASF transaction with the corresponding air ticket on the client's

credit card statement thereby helping them with their corporate accounting and allocation function. When Worldspan agencies use the Credit Card Reconciliation function in TBO, the CC Company file that is used for the reconciliation contains the associated airline ticket number and we will now match to that ticket number in the CC file and not the MCO ticket number as we previously did. We also display the MCO ticket number in the "Exception" Column on the "Valid" Report.

Steps for Running the Credit Card Reconciliation:

1. Go to **Reports|Payments|Credit Card Reconciliation.**

2. From drop-down menu by Credit Card Type, select the credit card for which to run the exception report--American Express Disk, American Express File, Diner's Club 14-Digit, DL UATP, Diner's Club 16-Digit, American Express KR-1022, Visa, or Mastercard.



3. Enter the path to the credit card file--drive:\path\filename.prn or txt.

4. Under Included Items select *All* (to include all items), *Exceptions Only* (current default), or *Valid Only*.

5. Add a *Report Subtitle* to identify the report for a specific customer.

6. Select a *Report* or *Mail Merge* Format

7. Click Preview or *Print* to get an exception list of the differences between the data file from the credit card company and the *Trams Back Office* database.

Error Messages

Message:	Means:
Ticket Not Found	Ticket is listed in the credit card data file but does not show in *Trams Back Office*.
Different CC Number	Credit card file and the *Trams Back Office* database are showing different CC card numbers.

Different Form-Of-Payment	*Trams Back Office* is showing a form of payment other than credit card.
Different Ticket Amount	The total fare in *Trams Back Office* and the amount in the credit card file differ.

Group Revenue

This report produces an analysis of profits for a particular travel group, provided the invoices for the travel group have been tagged with a Invoice/Payment Group (created in **Utilities|Setup|Groups**). Columns of the report include: Invoice No, Name, Payment Date, Payment No, Revenue, Expenses and Current Group Profit.

1. Go to **Reports|Payments|Group Revenue**.

2. Select settings.

Group Revenue Report Selection Criteria

From/To Date	Enter a date range for this report.
Invoice/Payment Group	From the drop-down menu, select the name of the group for which the report is being run.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Note: Payments Made for Profile Type of “Other” with a Payment Group selected, show up on the Group Revenue Report. Group Expenses that are to be paid out of Group Revenue show as an “Expense” for the Group and reduce Group Profit accordingly.

Operating Payables

This report lists operating payables which can be selected in a variety of ways:

1. Go to **Reports|Payments|Operating Payables**.

2. Select settings.

Date Entered	Enter a date range when these payables were created.
Payable Status	From the drop-down menu, select *All, To be Paid, Paid and Recurring*.
Date Payable	Enter a payable date range for this report.
Payable Code	Enter a payable code if applicable.
Profile	Enter a few letters of the profile name or click *Profile* to query for a particular client profile.

Remarks	First select an operator (Is Equal To, Is Not Equal To, Is Blank, Is Not Blank, Starting With, Contains, In, Not In) from the drop-down menu and match it up with specific criteria typed into field on the right. (When doing searches on fields containing “wildcard” search criteria using the selections of “IN” and “NOT IN," it’s looking for the field to contain the complete string entered between the delimiters or the exact match). If the remarks field contains the word ONE, and a search is done for IN ONE,TWO,THREE then there should be a result. If a search is completed for NOT IN ONE,TWO,THREE, then there should be no results. Basically using IN "ONE,TWO,THREE" is like doing: (IS EQUAL TO "ONE") OR (IS EQUAL TO "TWO") OR (IS EQUAL TO "THREE"). Using NOT IN "ONE,TWO,THREE" is like doing: (IS NOT EQUAL TO "ONE") AND (IS NOT EQUAL TO "TWO") AND (IS NOT EQUAL TO "THREE").
Payable Group	From the drop-down menu, choose a payable group for which to run this report (set up in **Utilities|Setup|Groups**).
Print Journal Entry	Defaulted to checked. Unchecking the box does not print the JE's on the report, and can cut down the length of the report significantly.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

ACH Export

Create a file for handing off ACH payment data to a bank or other Payment Distribution Service. ***The file output conforms to the NACHA format.***

1. Go to **Reports|Payments|ACH Export**.

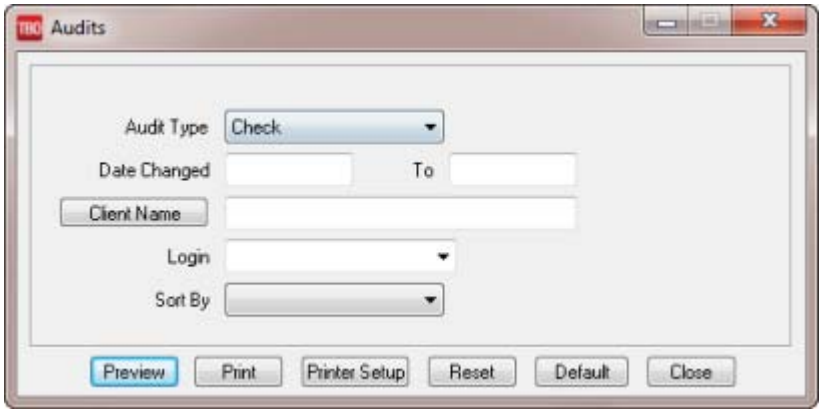
2. Select settings to create a file.

From/To	Enter a date range for export file.
Bank Acct.	From the drop-down menu, select the appropriate bank account.
Payment Type	By default, the Payment Type is hard-coded as *Made*.
Format	From the drop-down select report or file.
Client Number	Enter a the client number (this is the client account number issued by the bank.
File Descriptor	Type the file name format supplied by the bank.

Audits

The credit card or name on check audit reports capture information when the full credit card number was viewed based on the user that was logged in at the time or displays the payee name on the check with old

and new values.



1. Go to **Reports|Payments|Audits**.
2. Select settings to run the report.

Audit Type	Select Invoice or Check from the drop-down.
Date Change From/To	Enter a date range for the report.
Client Name	Enter the Client's Name or leave blank for all.
Login Name	From the drop-down select the name of the login user or leave blank for all.
Sort by	Select the sort from *Date Changed, Client Name, Login, or Payment Number.*

General Ledger Reports

The following reports are listed under the **Reports|General Ledger** menu option:

Journal Entry Analysis	Detailed history of Journal Entries.
Account History	Detailed history on specific G/L account with a running balance for each account item.
Trial Balance	General Ledger Trial Balance.
Income Statement	Defined period Income Statement. (Profit & Loss Sheet). For directions on how to print out this report, see General Ledger chapter.
Balance Sheet	Current financial position. To print out Multiple Balance Sheets by Branch Numbers, set this up in **Utilities|Setup|Global Defaults|Prompt**. A password is required to turn on this option. Moving from a Single Balance Sheet to Multiple Balance Sheets cannot be reversed easily.
Chart of Accounts	Listing of all General Ledger accounts and types. (See Chart of Accounts Report in General Ledger chapter.)
GL Reconciliation	Assists in reconciling an accounting period.

Journal Entry Analysis Report

The Journal Entry Analysis report provides a detailed history of Journal Entries.

To print the Journal Entry Analysis Report:

1. Click **Reports|General Ledger|Journal Entry Analysis**.

2. Select settings.

From/To Date	Enter a date range for this report.
Journal Entry Number	Enter a specific Journal Entry number of the entry for which to print the report.
Type	Use the drop-down menu to select: All, Standard, End-of-Period, Year-End, Reoccurring, or Budget.
Status	From drop-down menu, select All, Unposted or Posted.
Format	Select from a drop-down menu report for a printable version or mail merge to create a delimited file format of the report.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Account History

The Account History report provides a detailed history of specific G/L account/s with a running balance for each account item.

To print the Account History:

1. Click **Reports|General Ledger|Account History**.

2. Select settings.

G/L Account	Enter a specific G/L Account for this report (or find the account from the drop-down menu). Leave blank for all accounts.
G/L Account Group	After setting up an account grouping under **General Ledger|Account Groups**, select that group of accounts from drop-down menu. Details of each account in the grouping and a total for all the debits and credits in the grouping are displayed.
From/To Date	Enter a date range for this report.
G/L Branch	Use the drop-down menu to select specific branch numbers.
G/L Branch Group	Select a branch group if set up from the drop-down.
JE Group	Select a JE group if set up from the drop-down.
Format	From drop-down menu, select Summary or Detail.
Summary Remarks	From the drop-down menu, select a qualifier, *Is Equal to, Is Not Equal to, Is Blank, Is Not Blank, Starting With, Contains, In, Not In,* and enter matching criteria (can be wildcard) to pull up JE's which meet said criteria. (Data is pulled from Journal Entry Remarks.)

Detail Remarks	From the drop-down menu, select a qualifier, *Is Equal to, Is Not Equal to, Is Blank, Is Not Blank, Starting With, Contains, In, Not In,* and enter matching criteria (can be wildcard) to pull up JE's which meet said criteria. (Data is pulled from Journal Entry Remarks.)
Output Format	Select Report or Mailmerge from the drop-down.
Pseudo Post	Check here if the report is Pseudo Post (the End of Period and posting have not been done).
Active Accts Only	Check here for active accounts only.
Running Balance	Check here to run a balance for each account item.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Trial Balance

The Trial Balance shows the totals debit balances and total credit balances in the General Ledger to confirm that the total debits equal the total credits. This report used as part of the *Monthly Routine* to verify that Core Report totals shown in the G/L actually match Core Report totals (see *Suggested General Ledger Procedures* in the chapter entitled, *Setting Up Trams Back Office.)*

To print the Trial Balance report:

1. Go to **Reports|General Ledger|Trial Balance**.

2. Select settings.

As Of	Enter an *As Of* date for this report.
G/L Branch	Use the drop-down menu to select a specific G/L branch number.
G/L Branch Group	From the drop-down select a G/L branch group if one has been set up.
Output Format	Select from a drop-down menu report for a printable version or mail merge to create a delimited file format of the report.
Include Zero Accts	To include zero accounts, check here.
Print Balance	To include balances on report, check here.
Pseudo Post	To print report in Pseudo Post (the End of Period and posting have not been done), check here.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Income Statement

The Income Statement displays the profit or loss of all business activities during a specific period of time. Before an accurate Income Statement can be printed, the End of Period journal entry must be created first. (See *Maintaining the General Ledger* in the General Ledger chapter.) An Income Statement shows balances for Sales, Cost of Sales and Expense accounts (4000, 5000, 6000, 7000, 8000, 9000 series General Ledger accounts.) To print the Income Statement or Profit and Loss Sheet (Sales minus Cost of Sales minus Expenses equals the Profit for the period):

1. Click **Reports|General Ledger|Income Statement**.

2. Select settings.

Column 1 From/To Dates	Enter a date range for this report.
G/L Branch	Use the drop-down menu to select a specific branch number or leave default for all.
G/L Branch Group	If a specific branch groups were set up, select the one for which to run an income statement from the drop-down menu.
Type	From drop-down menu, select Actual or Budget. *Actual* shows the income based on standard journal entries for the period. *Budget* is based on Budget journal entries.
Columns 2, From/To Dates	Enter a date range of other columns if running a comparison report.
Column 3/4 From/To Dates	A total of 4 columns are available for printed reports in addition to mailmege. The report automatically suppresses the printing of ALL percentage columns when a 3rd or 4th date range field is selected and the report automatically prints in landscape like it now does when portrait won't fit all the columns. Suppressing the percentage columns only when selecting a 3rd or 4th date range allows the report to show the percentage columns for those agencies wanting and needing to see that data as is currently shown. When the report is run for 3 columns of data, a 4th blank column also is displayed by design.
Pseudo Post	Use drop-down menu to select Yes or No (the End of Period and posting have not been done).
Format	From drop-down menu, select Summary, Detail, Summary by Revenue, Detail by Revenue, or Mail Merge. *Summary* shows each summary general ledger accounts with a balance, as well as detail accounts that do not have a summary account. *Detail* shows each individual general ledger account with a balance. *Summary by Revenue* shows each summary general ledger accounts with a balance, as well as detail accounts that do not have a summary account and also total revenue per Travel Type. *Detail by Revenue* shows each individual general ledger account with a balance and also total revenue per Travel Type. *Mail Merge* gives the ability to output the report to other programs. (Excel for example using comma delimiter.)

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Balance Sheet

To get an accurate Balance Sheet, an End of Period journal entry must be done. (See Maintaining the General Ledger in the General Ledger chapter.) A Balance Sheet describes the financial condition of a business *at a precise point in time*. The Balance Sheet shows balances for Assets, Liabilities and Capital

accounts in the 1000, 2000, and 3000 series General Ledger accounts (Assets minus Liabilities equal Capital plus Profit for the period):

1. Click **Reports|General Ledger|Balance Sheet**.

2. Select settings.

As Of Date	Enter as of date for this report.
Pseudo Post	Check here if this is Pseudo Post report (the End of Period and posting have not been done).
Format	From drop-down menu, select Summary or Detail. A *Summary* shows Summary general ledger accounts and Detail general ledger accounts that don't refer to a summary account. A *Detail* prints every general ledger account with a balance. *Mail Merge* gives the ability to output the report to other programs.
G/L Branch	If using the Multiple Balance Sheet option, in the *Branch* field, click the arrow to choose a branch.
G/L Branch Group	From the drop-down, select a G/L branch group if one has been set up.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

Chart of Accounts

To get an listing of all General Ledger accounts:

1. Go to **Reports|General Ledger|Chart of Accounts**.

2. Select settings.

Chart of Accounts Selection Criteria

Only Include Active G/L Accounts	Check here to include only active General Ledger accounts.

3. Click *Preview* to view the report to the screen. (Or click *Print* to send the report directly to the printer without viewing first.)

4. Click the print icon to print.

GL Reconciliation

The GL Reconciliation report is used to aid in reconciling financial reports at the end of the month. It flags items that could possibly cause financial to be out of balance when compared against the Core Reports.

1. Go to **Reports|General Ledger|GL Reconciliation**.

2. Select settings.

GL Reconciliation Selection Screen

From/To Dates	Enter date range for report.

3. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

4. Click the print icon to print. The report displays a list of items that may need correcting. Query each item and correct it if needed.

Note: Notice a flag on the GL Reconciliation report per bank account when the monthly totals of receipts and deposits don't match.

Possible GL Reconciliation Error Messages

Message	Description
Invoice: Client Payment is Missing	An invoice (listed by Invoice RECORD number) shows the client payment as *Closed.*
Invoice: Vendor Payment is Missing	An invoice (listed by Invoice RECORD number) shows the vendor payment status as *Closed.*
Payable is not Journalized and Should Be	A Payable exists without a Journal Entry.
Payment Is Journalized And Shouldn't Be	Only Payments Received and Made where the Profile Type is Other or where the Payment Method is Other, or Bank Withdrawals should be journalized.
Payment Is Not Journalized And Should Be	Payments Received and Made where the Profile Type is Other, or where the Payment Method is Other, or Bank Withdrawals **must** have a journal entry.
Payment Amount Doesn't Match Journal Entry Amount	The amount of the payment does not match the amount posted to the Cash in Bank account in the journal entry. This message also appears if the amount is being posted to the incorrect Cash in Bank account or the debits and credits have been reversed.
Payment Date Doesn't Match Journal Entry Date	The date on the payment screen should always match the date in the journal entry screen.
Pymt Invalid For JE That Affects Client Balances***	A journal entry should only affect Client Balances when a Payment Received or Made is entered that has a payment method of Other and a profile type of Client.
Pymt Invalid For JE That Affects ARC/BSP***	A journal entry should only affect ARC/BSP when a Payment Received or Made is entered that has a payment method of EFT and a profile type of Vendor-ARC/BSP.
Pymt Invalid For JE That Affects Vendor Balances***	A journal entry should only affect Vendor Balances when a Payment Received or Made is entered that has a payment method of Other and a profile type of Vendor-Supplier.
Pymt Invalid For JE That Affects Cash In Bank***	A journal entry should only affect Cash in Bank when a Payment Received or Made is entered that has a payment method of cash, check or EFT and a profile type of Client, Vendor or Other. Also for Bank Withdrawals.
Credit Card Pymt Date Doesn't Match Invoice Date	A client payment with a payment method of Credit Card should have the same date of the invoice.
Bank Account #1 Difference Between Receipts And Deposits: 500.00	There should always be a receipts report to match every deposit. The message means there is a discrepancy and the deposit entered needs to be re-reconciled.

Payment Out of Balance	Summary and detail amounts of the payments do not match. This entry should be voided and reentered. It may cause an out of balance between debits and credits in the End of Period which would prohibit completion of the month-end process.

*** When a **Posted** End of Period is voided, the entry is converted back into a normal journal entry and a reversing journal entry is also created. This results in these messages seen here. If these messages are received as the result of a voided End of Period, ignore the message.

*** If a **Pseudo** End of Period is in the system, see "Payment Invalid for JE" messages for Client Balances, ARC Balances, Vendor Balances and Cash in Bank." These messages are just warning that one or more Pseudo EOP's are in place. These messages can be ignored, since there are prompts to void all Pseudo EOP's before performing a Full EOP or when Pseudo EOP's exist prior to Posting.

Interface

The following reports are listed under the **Reports|Interface** menu option:

Invoice List	Lists downloaded invoices waiting to be processed. **Note:** TBO shows the foreign currency value and currency code for comm track transactions on the Interface Invoice List report.
Record List	All the information behind each Rec Loc Button for every invoice where the information has not been *purged* under **Utilities|Purge|PNR History. Hint:** Before printing out this report, save this res.txt file somewhere on the hard drive by clicking *Save As* FIRST. Regenerate the interface files using this file if there are any problems. Call support for help with this.
Downloading/Processing Error Log	Log of errors found during Download or Processing. These logs are automatically purged in conjunction with the PNR history purge routine (**Utilities|Purge|PNR History.**

For complete instructions on how to use these reports, please refer to the *Interface Download and Processing* section of this manual.

Profile

Trams Back Office provides the ability to create lists and labels from the database. Customize the mailing list for target marketing opportunities by filtering the results through the selection criteria fields. The more fields completed, the narrower the results.

To the right of each selection field is a separate field with selection options or operators: Is Equal To, Is Not Equal To, Is Blank, Is Not Blank, Starting With, Contains, In, and Not In. These operators help to more narrowly define the search. (When doing searches on fields containing "wildcard" search criteria using the selections of "IN" and "NOT IN," the system looks for the field to contain the complete string entered between the delimiters or the exact match). If the remarks field contains the word ONE, and a search is performed for IN ONE,TWO,THREE then there will be a result. If a search is completed for NOT IN ONE,TWO,THREE then there be no results. Basically using IN "ONE,TWO,THREE" is like doing: (IS EQUAL TO "ONE") OR (IS EQUAL TO "TWO") OR (IS EQUAL TO "THREE"). Using NOT IN "ONE,TWO,THREE" is like doing: (IS NOT EQUAL TO "ONE") AND (IS NOT EQUAL TO "TWO") AND (IS NOT EQUAL TO "THREE").

For example, if entering "golf" into the *Travel Preference* field, the query searches for all profiles in the database that have a travel preference of golf. If, however, the search is further limited by entering 90045

in the zip code field, the search is now limited to those with a travel preference of golf within the 90045 zip code area.

In addition to creating labels and mailing lists, running a weekly list of profiles provides an opportunity to eliminate duplicates and update information. Maintaining a clean database gets date sensitive travel opportunities to the right customers on time.

Note: ClientBase prints out mailing lists and handles duplicate profiles at a much higher level of proficiency. Use the Profile Dupe Checker to merge invoices and payments from one profile to another and automatically delete out profiles no longer wanted.

1. Click **Reports|Profile**.

2. Select settings.

Name	Enter the name or portion of name depending on the operator selected.
Profile Type	Select one or more of the following: *Leisure, Corporate, Vendor, Agent, Other or All.*
City	Enter the city or portion of the city depending on the operator selected.
Report Type	Select Report, Label or Mail Merge (for ASCII export format).
State	Enter the state or portion of the state depending on the operator selected.
Sort By	Select Name, Zip & Name or Interface ID.
Zip	Enter the zip code or portion of the zip code depending on the operator selected.
Format	Select Summary or Detail as applicable.
Phone	Enter the phone number or portion of the phone number depending on the operator selected.
Print Passengers	From drop-down menu, choose *No, Yes, Not Alphabetized, or Yes, Alphabetized* to print passengers. If set to yes, must have names listed in the profile under the **Employee|Family** tab.
Group/Batch	Enter the group/batch name or portion of name depending on the operator selected.
Print Labels in Caps	As requested by the United States Post Office, there is an option to print labels in all capital letters. All capital letters on labels complies with USPS requests.
Travel Pref	Enter the travel preference or portion of the travel preference depending on the operator selected.
Use Cross Reference	If a ross reference is generated when printing out Vendor Activity Reports or some Report Generator reports, check *Use Cross Reference.* The labels printed are the names selected when the report was set up.
Business Affil/Type	Enter the business affiliation/type or a portion of it depending on the operator selected.
Show Inactive Profiles	Click here to print out Inactive Profiles.
Other	Enter the Other entry or portion of Other entry depending on the operator selected.
Notes	Enter the note or portion of note depending on the operator selected.

Add'l Notes	Enter the note or portion of note depending on the operator selected.
Interface ID	Enter the Interface ID or portion of Interface ID depending on the operator selected.
Date Created From/To	Double-click in field to double-click on date on calendar, or enter the date in this format, *MM/DD/YY.*
Client Invoices/From/To	From the drop-down, select *All, With,* or *Without*, and the appropriate date range.

3. Click *Preview* to view the report to the screen. (Or click *Print* to send the report directly to the printer without viewing first.) To print a full page of labels check *Print full Page of Labels for Each Address.*

Your profiles in *Trams Back Office* are entered in upper and lower case for easy readability. However, since you are doing a big mailing this month, you choose to print labels in all capital letters assisting your local post office and their electronic reading machines.

Go to **Reports|Profiles**, which takes you to Lists and Labels. Change the Report Type to *Labels*. After completing the appropriate selection criteria, and you're ready to print your labels, you are presented with a Label Setup box.

If a slash or comma exists in the passenger name field in the profile, *Trams Back Office* takes everything before the slash or comma and prints it as the last name, and everything after the slash or commas is printed as the first name.

Use Cross Reference to Generate Labels

The agency is preparing a master letter to everyone who has taken a cruise within this past year, notifying them of the agency's discount plan for repeat cruisers. First find out who the clients are who have taken a cruise this past year.

1) Go to **Reports|Report Generator|Print Reports** and select a Client Activity Report (such as CL_AS.rpt).

2) Enter the selection criteria for Submit To "Supplier/Comm Track", with a Travel Type of "Ship Final" and run the report for the last year to find all the clients who have taken cruises.

3) Select "Client Only" or "Client & Vendor" under the Cross Reference field on the Advanced Tab.

4) Preview the report. No need to print it.

5) To print labels or to merge the names from this "Ship Final" query in Report Generator from *Trams Back Office* to a word processor, go to **Reports|Client|Lists & Labels,** or **Reports|Profile**.

6) Select "Label" in the Report Type field, if to print labels, or "Mail Merge" to export a file to a word processor.

7) Check *Use Cross Reference Data*.

8) Make sure the Zip Field *IS NOT BLANK,* so that any client name without an address/zip code are not printed.

9) Click *Preview* and select the label type. Print labels.

For Mail merge, click *Print* and map to the directory and folder in the Save To field (usually C:\Programs\Tramswin\Reports). Enter the name of the file (repeat cruisers.txt in the File name field and save as a .txt file, and Click Save. Merge all selected client names and addresses into the master letter by accessing this saved file through a word processing software using its instructions.

Mail Merge

Mail Merge is an option that takes the information stored in Reports and puts it into a format accepted by other software applications. To activate this option when printing lists, select the desired selection criteria, and click on the down-arrow on the *Report Type* field to select the option for Mail Merge. Click *O.K.* to process the report. Next, decide where to save the file and enter the full path, including the directory and a file name (with the extension) in the *File Name* field. The file has a .txt extension. Click on *Save.*

The mail merge file is a tab-delimited file. Change this delimiter in the Utilities menu, under Setup, then Global Defaults.

Report Generator Reports

Please see chapters referenced below for complete overview of Report Generator Reports:

Print Report	See chapter entitled, *Report Generator Reports.*
Build Report	See chapter entitled, *Building Reports with the Report Generator Overview.*

Financial Modeling

Financial Modeling Sections

Analysis For complete instructions on setting up Financial Modeling, see Chapter entitled, *Financial Modeling,*	This report has 3 sections: **Revenue Analysis** includes Total Sales, Cost of Sales, Number of Bookings, Percent of Gross Sales, Average Commission Percentage, Commission per Booking, Percentage of Total Expenses, and Percentage of Fixed Expenses by Travel Type. It also shows the Total number of invoices, the Average Gross Sales per invoice, and average commission per invoice. The **Expense Analysis** section gives an expense break down by Expense Category. It shows what each category is as a percent of total expenses. Find out fixed versus variable spending, and average expense per invoice. **Management Analysis** compares Sales, Revenue, and Expense Totals, along with Total Invoices, Bookings and Segments per Employee, per Sales Agent, per CRT, and per square foot.

Export: Prism Handoff File

The Prism Hand-off file is a data export program designed and used by agency and agency corporate clients who are working with British Airways and other various airlines. Find this under **Reports|Export|Prism Hand-off**. Fill in the selection criteria and click *OK.* A series of 8 export files with the extension .inp are created in a specified directory specify. Include or exclude a UDID from the report, and Service Fee Bookings. Notice the *Don't Include Commission Amounts* checkbox when if checked, the commission amount fields in the exported files show as $.0.00. So if the party receiving the exported files does not require commission information, there is a way to prevent that information from being shipped.

Export: Maritz Handoff File

The Maritz Hand-off file is a data export program designed and used by agency and agency corporate clients who are working with Maritz. Find this under **Reports|Export|Maritz Hand-off**. Fill in the selection criteria and click *OK*.

Export: CWT Handoff File

The CWT Hand-off file is a data export program designed and used by agency and agency corporate clients who are working with CWT. Find this under **Reports|Export|CWT Hand-off**. Fill in the selection criteria and click *OK*.

Batch Reporting

Since batched reports can be saved and retrieved for frequent processing, the date fields in all reports also allow for date formulas. This means any report field that has a date, can also contain a formula for that date. The date formula function submits a report for batch processing without identifying a specific month, day and year in the *From* and *To* date fields. Instead, the report is submitted with a formula for the month, day, day of the week, and year based upon the date the report is processed.

Remember: Batch reports are all date sensitive. Make sure the system date and time are correct.

Batch reports adhere to User Permission settings. If a user does not have permission to preview or print a specific report, they are prompted as such. The report can be temporarily deleted from the batch so that other reports that the user does have permission to run can be generated.

Benefit: When entering a date formula, the system converts it to the intended time period and allows for batching reports and saving the batch for future use without the need to modify dates.

Example: The following tables contain sample formulas for specifying dates. Mix and match the absolute and relative parameters in the function. The first number specifies the day of the month, the second number specifies the month, and the third number specifies the year. So if the first number filled in, this means this report is wanted to reoccur on this day every month, in every year.

Batch Reporting Date Formulas

Example Scenarios	Enter This
On the 31st of each month here is how to provide a batch of corporate clients with various Summaries and Fare Savings reports for that month.	From: =1,0,0 To: =31,0,0
At any point an Income Statement can be run, a Sales Activity summary and a Financial Modeling Analysis report for year-to-date.	From: =1,1,0 To: =0,0,0
On the 15th of each month here is how to generate statements for all clients that have a pending balance from the beginning of time to the 31st of the previous month.	From: =1,1,0 To: =31,-1,0
Throughout the month to see a check register for each bank account from the beginning of the month to the current date.	From: =1,0,0 To: =0,0,0

Daily Reports	
Client Balances	=0,0,0
Vendor Balances	=0,0,0
ARC Reconciliation	=0,0,0
Check Register	=1,0,0 to =0,0,0
Invoice/Analysis	=0,0,0
Payments/Received	=0,0,0

Weekly Reports (these are set for printing on a Monday)		
ARC Reconciliation	=-7 to -1	=Mon-1 to =Sun
Invoice/ARC	=-7 to -1	=Mon-1 to =Sun
Invoice Analysis	=-7 to -1	=Mon-1 to =Sun
Invoice/Activity	=-7 to -1	=Mon-1 to =Sun
Sales Agent Activity	=-7 to -1	=Mon-1 to =Sun

Monthly Reports	
Balance Sheet *(as of last day of last month)*	=31,-1,0
Income Statement – Month	=1,-1,0 to =31,-1,0
Income Statement –Year-to-Date *(year to end of last month)*	=1,1,0 to =31,-1,0
Account History (*for last month)*	=1,-1,0 to =31,-1,0
Client Balance *(as of last day of last month)*	=31,-1,0
Vendor Balances *(as of last day of last month)*	=31,-1,0
Check Register *(for last month)*	=1,-1,0 to =31,-1,0

Batch Reports Load and Save Option

To load or save a group or batch of reports, select the **Reports|Batch Reports** menu. This displays a Batch Report Window. Leave this window open.

To prepare a report for batch printing and processing later, select the Reports menu and then select a report to include in the batch. Type in the parameters and enter the date formulas and then click the Batch button. Repeat for each report included in the batch. Next, go back into the Batch Report Window and save these reports with a specific name by clicking the Batch Name field and typing in a Batch Name. Then click the Description field and type a description of the batch and click the Save button.

Note: Did you know you could e-mail a batch report as a .pdf file type? Only one report or batch of reports can be e-mailed at a time from this screen by clicking *E-mail*.

To print a batch of reports, select the **Reports|Batch Reports** menu. Click *Load*. *Trams Back Office* displays a second window with the list of report batches. Highlight the batch or batches to print and click

Print. To move a report to a different print position, click on the report and use the Move Up and Move Down buttons to re-position the report in the listing. To email a batch of reports in .pdf format, click *E-mail* to be launched into an email screen with the batch reports listed as attachments.

To delete a report or batch of reports, click **Reports|Batch Reports** and *Load*. Highlight the report to delete and click *Delete*. If it is a batch to delete, highlight the batch name and click *Delete*.

Print a Batch Report Using the Windows Task Schedule

The following are the steps for a doing a scheduled printing for batch/s in Trams Back Office:

1. Schedule the batch printing or emailing by clicking on **Start|Programs|Accessories|System Tools|Schedule Task.** Click Add Schedule Task.

2. Follow the Wizard by clicking *Next*, and then *Browse*. Map to the TBO icon on the desktop, or to the **Program Files|Trams|Tramswin|Tramswin.exe**.

3. Next select how often to run the backup by selecting the following *Start Time, When task is performed and Start Day*.

4. Enter the login for the computer (use the password entered when logging into the PC or to the network in the office, and make sure the password is correct and leave blank if there is no password). Be sure to check in the box next to Open Advanced Properties for this task and click **Finish**. A Task Tab window opens for Trams Back Office.

5. Ensure the correct information is entered (see below) in both the *RUN: and START IN:* fields.

Multiple Batches are separated by a comma. There is a space before all the dashes and between username and the value, password and the value etc.

To PRINT A BATCH report to the default printer via the command line:

RUN: field add - TramsWIN.EXE -username sysdba -password ******** -alias Trams -printbatch

SAMPLE:

RUN: "C:\Program Files\Trams\Tramswin\Tramswin.exe" -username sysdba -password **** -alias Trams -printbatch 4,5**

START IN : "C:\Program Files\Trams\Tramswin\Tramswin.exe"

Where the batch numbers are 4 and 5 (Use the Batch Number from the Batch Report Screen in TBO).

6. Make sure the computer is on when the process is scheduled.

Scheduled E-mailing

1. Follow the steps in Scheduled Reporting above.

2. Command line entry format in Schedule Task should follow the example in step 3 below (insert the proper variables to reflect your real information)

3. **C:\PROGRA~1\Trams\Tramswin\Tramswin.exe -username SYSDBA -password your password here -alias demodata -emailbatch 1 linda@sabre.com**

TCR Viewer

Trams Crystal Reports (TCR) give the agency the ability to run predesigned Crystal Reports as an alternative to those offered within the Trams Back Office product. It is a free add-on Trams Back Office. To download a Crystal Report Viewer and view and download reports to use in the agency, go to **http://static.Trams.com/Tramslibrary/reports/index.html**. Once the viewer has been installed and reports have been downloaded, run the reports from inside TBO by going to Reports|TCR Viewer.

ODBC DSN: By default the database is defaulted to the Trams database. (But choose from the drop-down, dBase Files, Excel Files, or MS Access Database.)

User Name/Password: Enter the User Name (default is SYSDBA), and Password for the Trams database.

Report Name/Browser: Select the report to run by browsing to it on the computer. (These reports were downloaded by the agency.)

View Report: By clicking View Report, the user is launched into a screen to setup the parameters (dates, etc.) with which to run report.

12

Report Generator

This chapter contains:

- Description of Predesigned Reports
- How to Use Report Generator Predesigned Reports
- Special Canadian Report Generator Reports

Classes of Reports

There are eight classes of pre-defined Report Generator reports that are included with *Trams Back Office*. These are listed below with their abbreviations. The abbreviations form the first part of each report name.

Report names comprise the Report Class Abbreviation (AG {Agent}, BR {Branch}, etc.) combined with a "By Type" (Client, Vendor, etc.) abbreviation, and whether it is a "Summary" Report (AS) or a "Detail" Report (AD). Thus, the Client Activity Summary Report is called CL_AS. Below is a summary listing of the reports, with their names, and a brief description of the application of each.

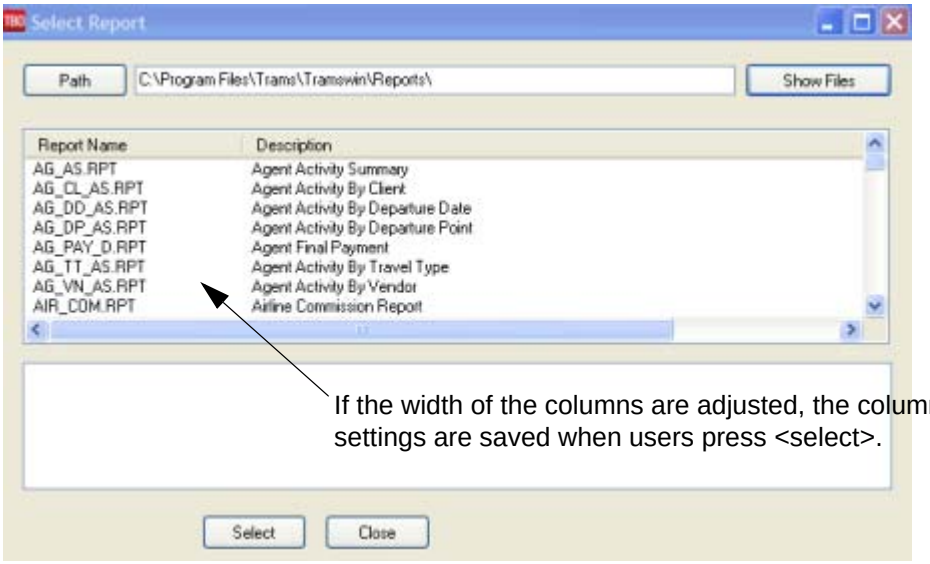
Print, modify, or build new reports. From the **Report Generator|Print Report** option, click the report name field or press *Enter* to display a full list of available reports.

Using Report Generator Predesigned Reports

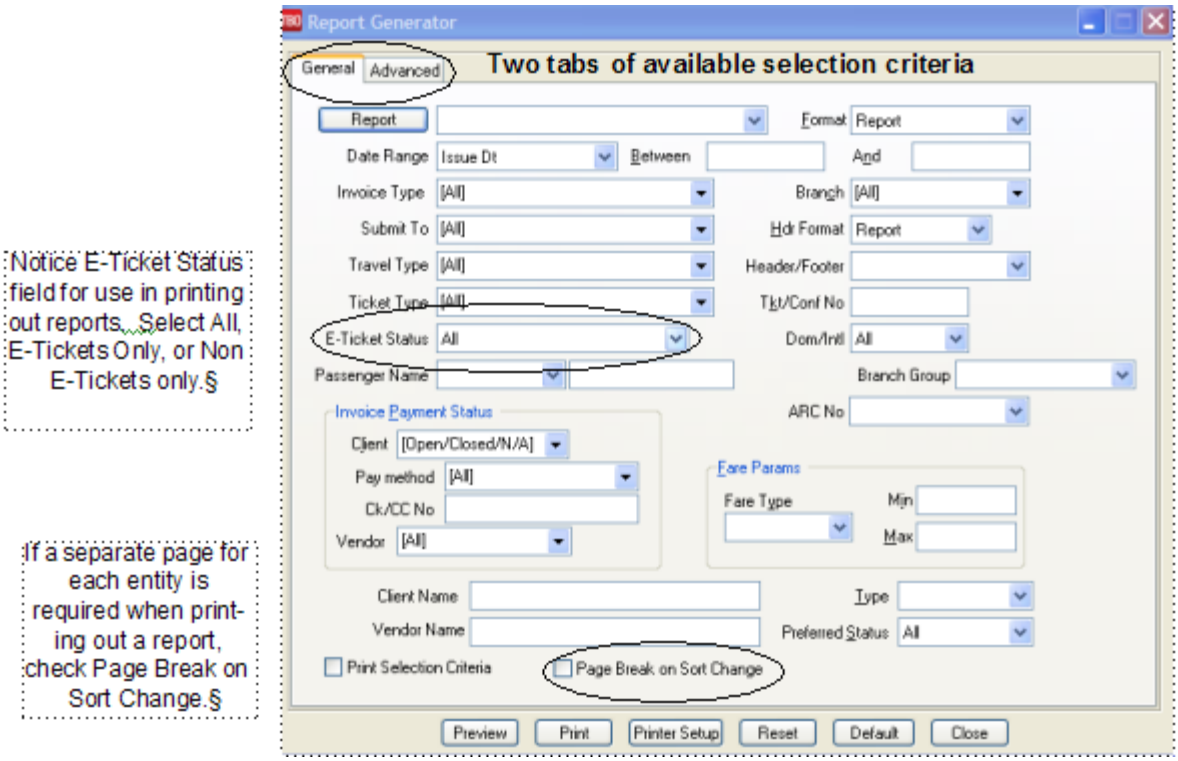
To use the TBO Report Generator predesigned reports, click the report button to go to the *Select Report Screen* where the path can be entered where the canned reports are stored. Click the desired report, and choose *Select*. Then, at the Report Generator selection criteria screen, use the fields on the *General* and *Advanced* tabs to further define the report.

1) Select **Reports|Report Generator|Print Reports**.

2) Select the Report run by clicking the *Report* button.



Invoice Report Selection Criteria Screen



3. Using the selection criteria under the *General and Advanced* Tabs, choose settings for the report.

4. Click *Preview* to view the report to the screen. (Or click Print to send the report directly to the printer without viewing first.)

5. Click the print icon to print.

Please see next chapter, *Building Reports Using the Report Generator Overview,* to learn how to modify any of the following reports.

Useful Hints:

1) Enter either a check number or credit card number in the *CK/CC No* field to display only the invoices where the client paid with the entered number. If a credit card number was the form of payment, only items using that credit card number appear in the report. For example, the *CK/CC No* field reads from left to right, so that entering a "4" queries all credit card numbers beginning with 4. This will product a report for all invoices where the client used *Visa* as the form of payment.

Narrow the search by *Payment Method* to display those items where the client has paid by that selected Payment Method. This field coupled with the *Ck/CC No* field will run a report for all Invoices where the Client form of payment was by *Credit Card* for either a specific credit card or for all credit cards beginning with a "4" (all *Visa* transactions).

2) **Multiple Forms of Payments** can be selected to view all credit card payments and CC Merchant payments on one report.

3) **City & Origin/Destination Fields:** Enter a city code in either field, but not both. The fields are used for filtering different city code data based on where the city code resides in the booking. *City* field is reading the first *Itinerary* field from the General Tab of the booking. All city codes appearing in the first *Itinerary* field are displayed on the report, based on the other selection criteria, such as *Issue Date, Depart Date, Travel Type*, etc. The *City* field in Report Generator displays ARC, Supplier or Comm Track bookings on the report. Segment level booking details don't have to be present for bookings to show on the report.

Origin/Destination fields are reading the *Origin* or *Destination* fields from the Segment Tab of the booking, so if a booking does not have any segment level detail in the tab, like for hotels and cars, they would not appear on the report since the Segment Tab is blank for those type of bookings.

4) **Exclude the clients that do not belong to other specific groups:** Under Advanced tab, select *Not In* and entered the Invoice Group IDs separated by a comma no spaces.

Summary Listing of Reports - Agent Reports

This section lists all the predesigned agent reports installed with the program, and includes a description of each.

Agent Activity Summary (AG_AS)

Use this report when for a quick summary of each agent's productivity at a glance. This report summarizes Number of Bookings, the Total, Fare, Commission, and Agent Commission. Set the date range for a weekly or monthly productivity report.

Agent Activity By Client (AG_CL_AS)

This report may helps plan for client meetings. If an agent is spending more time with one customer than another, it may be beneficial for the agent to attend future face-to-face meetings. Or, if an agent is spending too much time with one client, make changes to correct any imbalance. For each Agent and Client, this report summarizes the Number of Bookings, Total Fare, Commission, and Agent Commission only.

Agent Activity By Departure Date (AG_DD_AS)

For each Agent and Departure Date, this report summarizes Number of Bookings, Total Fare, Commission, and Agent Commission.

Agent Activity By Departure Point (AG_DP_AS)

For each Agent and Departure Point, this report summarizes Number of Bookings, Total Invoices, Commission, and Agent Commission.

Agent Final Payment (AG_PAY_D)

Use the Final Pay Date *From* and *To* fields to narrow the criteria and view only those final payments due this week, or this month. For this report to work properly, agents must be completing the Final Payment Info box found in the invoice booking screen under the <Exp Fare Info> field. For each Agent and Invoice, this report lists Vendor, Pay Amount, and Pay Commission. Select *Date Range* and change *Submit To* field to *Supplier* for final payment due date report by agent.

Agent Activity By Travel Type (AG_TT_AS)

For each Agent and Travel Type, this report lists the Number of Bookings, the Total Fare, Commission, and Agent Commission. Use as a management report to analyze agent productivity and product mix.

Agent Activity By Vendor (AG_VN_AS)

For each Agent and Vendor, this report lists the Number of Bookings, the Total Fare, Commission, and Agent Commission. Select the *Date Range* and change the *Preferred* field for a report of agent activity by preferred or non-preferred vendor.

Summary of Airline Reports

This section lists all the predesigned airline reports installed with the program, and includes a description of each.

Airline Commission Report (AIR_COM)

Detailed listing of ARC transactions by Airline, including Base Fare, Commission, Issue Date, Itinerary, and number of bookings for each airline.

TIP: Run the AIR_COM (Commission Cap) report in the Report Generator for all ARC bookings with TT of Air, Domestic/International set to domestic, and Fare Type=Commision. The minimum should be one cent and the maximum should be 49.99. The results of this report show the domestic fares that were *not* capped and received 10% commission. Multiply the commission amount by 20%. This equals the commission that would be lost at an 8% rate.

Run the same report with Domestic/International set to International and the minimum set to one cent and the maximum commission left blank. Reduce this by 20 %. This gives the agency a “ballpark/worst case” scenario since some carriers have not reduced their commission percentage and some have not capped International commissions. If the agency has special agreements with certain airlines, enter the name of the airline into the vendor field and the terms of the agreement into the appropriate fields to get the commissions report for a specific airline.

Airline Commission Report Summary (AIR_COMS)

This report displays a total Base Fare and Commission of ARC transactions by airline.

Airline Activity Detail (AL_AD)

This Airline Activity report is similar to the Airline Activity Summary, above, but gives a detailed listing of activities by airline. Change the *Submit To* field to ARC/BSP and *Travel Type* to Air.

Airline Activity Summary (AL_AS)

The Airline Activity Summary report summarizes sales report by Airline. This report summarizes total number of *Tickets by Airline, Total Gross Sales, Total Commission* and Total number of *Segments*. (It may be helpful when negotiating override commissions!) To run this report, set *Submit To* to ARC/BSP and *Travel Type* to Air.

Airline Usage for Client by Invoice (AL_CLI_U)

If using the AL_AS report for override negotiations, be sure to run this report too. It is important to understand which customers contribute to the volume needed for maintaining successful override programs. For each Airline, and the client chosen, this report lists the Invoice Number, Departure Point, Check-In/CheckOut Dates, Passenger Name, and the Total Fare. To run this report, set *Submit To* to ARC/BSP and *Travel Type* to Air.

Airline Usage for Client by Passenger (AL_CLP_U)

For each Airline, and the client chosen, this report lists the Passenger Name, Departure Point, the Check-In and Check-Out Dates, and the Total Fare.

If booking all cars and hotels through the GDS, also run this report for Travel Type of *Car* and *Hotel*, including them in the segment count analysis. For each Airline, this report lists the Departure Date, Passenger Name, and the Segment Count. To run this report set the *Travel Type* to Air.

Airline Segment Count (AL-SEG)

For each airline, this report lists the Departure Date, Passenger Name, the Itinerary and the Segment count. To run this report, set the *Travel Type* to *Air.* If booking all cars and hotels through the GDS, also run this report for Travel Type of *Car* and *Hotel,* including them in the segment count analysis.

Summary of Branch Reports

This section lists all the predesigned branch reports installed with the program, and includes a description of each.

Branch Activity by Salesagent (BR_AG_AS)

For each Branch, the Number of Bookings, Total Fare, and Commission are listed for each Agent. A subtotal of the Number of Bookings, the Total Fare and Commission is given by Branch. The report can be run for a single branch or all branches.

Branch Activity by Client (BR_CL_AS)

For each Branch, the Number of Bookings, Total Fare, and Commission are listed for each Client. A subtotal

of the Number of Bookings, the Total Fare and Commission is given by Branch. The report can be run for a single branch or all branches.

Branch Productivity Detail (BR_PD)

For each Branch, the Issue Date, Itinerary, Passenger Name, Total Fare, and Commission are listed. A subtotal of the Total Fare and Commission is given for each Branch.

Branch Productivity Summary (BR_PS)

For each Branch, a subtotal of the Number of Bookings, Total Fare and Commission is given by Branch.

Branch Activity by Travel Type (BR_TT_AS)

For each Branch, the Number of Bookings, Total Fare, and Commission are listed by Travel Type. A subtotal of the Number of Bookings, the Total Fare and Commission is given by Branch.

Branch Activity by Vendor (BR_VN_AS)

For each Branch, the Number of Bookings, Total Fare, and Commission are listed by Vendor. A subtotal of the Number of Bookings, the Total Fare and Commission is given for each Branch. Select *Preferred* to view activity by vendor.

Summary of Client Reports

This section lists all the predesigned client reports installed with the program, and includes a description of each.

Client Activity Detail (CL_AD)

For each Client, the Issue Date, Invoice Number, Confirmation, Agent Id, Total Fare, and Commission are listed by Client. Total Fare and Commission is subtotaled for each Client.

Client Activity By Salesagent (CL_AG_AS)

This report is helpful in determining which clients talk to which agents. For each Client, the Number of Bookings, Total Fare, and Commission are summarized by Agent. A total of the Number of Bookings, the Total Fare and Commission is given for all Clients.

Client Activity Summary (CL_AS)

For each Client, the Number of Bookings, Total Fare, and Commission are summarized. A total of the Number of Bookings, Total Fare and Commission is given for all Clients.

Client Car Sales Report (CL_CARSA)

A detailed report showing the car rentals for all clients or for an individual client. Selection criteria includes

vendor, passenger, city, pick-up and drop-off date, confirmation # and total fare.

Client Car Sales Summary Report (CL_CARSU

Car sales activity summary sorted by Car Vendor, Total Number of Bookings, and Gross Fares.

Client Activity By Departure Date (CL_DD_AS)

For each Client, the Number of Bookings, Total Fare, and Commission are summarized by Departure Date. A total of the Number of Bookings, the Total Fare and Commission is given for all Clients.

Client Activity By Departure Point (CL_DP_AS)

For each Client, the Number of Bookings, the Total Fare, and Commission are summarized by Departure Point. A total of the Number of Bookings, the Total Fare and Commission is given for all Clients.

Frequent Flyer Reconciliation for Specified Travelers (CL_FREQF)

This report gives Issue Date, Ticket Number, Depart Date, Arrival Date, Itinerary, and Total Fare. It sorts by each airline and gives a subtotal and a grand total. Run this report for keeping track of clients frequent flyer mileage.

Client Fare Savings Report (CL_FS_D)

This is a simplified fare savings report that can be used as is or customized to suit a particular client. To run the report, enter the time frame, and include the client name, and the passenger name. Also specify Payment Status (Open, Closed or All).

Client Hotel Sales Report (CL_HOTSA)

The Hotel Sales Report prints the name of the Vendor, Traveler’s Name, Invoice Number, City of Destination, Confirmation Number, Check-In, Check-Out Dates, Nightly Rate, and Total Rate/Fare.

Client Hotel Summary Sales Report (CL_HOTSU)

This report summarizes the hotel sales by showing the Vendor, # of bookings and Total Fare.

Lost Fare Report by Passenger (CL_LOSFA)

Use this report to verify that the client has always paid the lowest fare available or to provide an explanation if a higher fare was paid. Find data for this report in the invoice Expanded Fare fields. Ticket Number, Airline, Depart Date, Itinerary, Fare Paid, Low Fare, Total Fare Lost, and the Fare Codes are found in this report.

Client Final Payment (CL_PAY_D)

For each Client, the Invoice Number, Vendor Name, Agent, Total Fare, and Commission are listed by

Invoice.

Project Number Report (CL_PROJ)

Use this report when a project number has been entered into one of the UDID fields. Invoice number, Passenger, Itinerary, and Fare by project are displayed.

Routing and Fare Comparison (CL_ROUTF)

For each passenger Issue Date, Invoice Number, Depart Date, Airline Code, and Fare Paid. This report shows Routing and Total Fare.

Client Activity By Travel Type (CL_TT_AS)

For each Client, the Number of Bookings, Total Fare, and Commission are summarized by Travel Type. A total of the Number of Bookings, the Total Fare and Commission is given for all Clients.

Client Activity By Vendor (CL_VN_AS)

For each Client, the Number of Bookings, Total Fare, and Commission are summarized by Vendor. A total of the Number of Bookings, the Total Fare and Commission is given for all Clients.

Client Department Activity Summary (CLDPT_AS)

For each Client, the Number of Bookings, Total Fare, and Commission are listed by Department. A total of the Number of Bookings, the Total Fare and Commission is given for all Clients.

Commission Caps By Client (CL_CAPS)

Use this report to analyze tickets based on the total commission or total fare. This report also assists in analyzing the impact of commission caps. Passenger Name, Issue Date, Invoice, Ticket#, Flown Carrier, Total Fare, Base Fare, Commission, Commission Rate, and Count are fields found in this report.

Client Passenger Activity Summary By Travel Type (CLPTT_AS)

This report is particularly helpful to determine which clients only book airline tickets and might need to be targeted to get their future hotel and car bookings. For each Client and Passenger, the Number of Bookings, the Total Fare, and Commission are listed by Travel Type. A total of the Number of Bookings, the Total Fare and Commission is given for all Clients.

Car Usage for Client by Invoice (CR_CLI_U)

Use this report when negotiating with one particular car vendor, to tell which car vendor may work best with for the client needs. For each car, and the selected client, this report lists the Invoice Number, Passenger, Departure Point, Departure Date, Confirmation, Car Type, and the Total Fare. To run this report, set Travel Type to Car.

Car Usage for Client by Passenger (CR_CLP_U)

For each car, and the selected client, this report lists the Passenger, Departure Point, Departure Date, Confirmation, Car Type, and the Total Fare. To run this report, set Travel Type to Car.

Travel Detail by Department (DEP_TRVL)

If the agency's commercial accounts are departmentalized, this report is useful in showing travel activity within the departments. The Passenger, Invoice #, Issue Date, Ticket or Confirmation number, Airline and Vendor are listed.

Summary of Groups Reports

This section lists all the predesigned group reports installed with the program, and includes a description of each.

Group Client Statement (GR_CLI)

At a glance, this report prints all travel by client for a specified period of time. The report shows Issue Date, Invoice#, Confirmation#, Vendor Name, and Total Fare spent on travel.

Special Assistance/Meet & Greet (GR_MTGT)

For each Vendor, this report lists Passenger, Invoice Number, Check-In, Check-Out dates, and any special need specified in UDID#2.

Group Rooming List (GR_RL)

Useful for group leaders and vendors, this report gives the name of the Hotel/Vendor, Passenger, Invoice #, Check-In, Check-Out Times, and a list of Roommates. UDID#1 for Roommate.

Summary of Sales Reports

This section lists all the predesigned sales reports installed with the program, and includes a description of each.

Hotel Usage for Client By Invoice (HT_CLI_U)

Use this report when negotiating with one particular hotel vendor. It reports which hotel vendor may work best for the client needs. To run this report, set Travel Type to Hotel. For each Hotel, the Departure Point, Check-In and Check-Out date, Passenger, and Total Fare are listed by Invoice. A subtotal of the Total Fare is given for each Hotel.

Hotel Usage for Client By Passenger (HT_CLP_U)

To run this report, set Travel Type to Hotel. For each Hotel, the Departure Point, Check-In and Check-Out date, and Total Fare are listed by Passenger. A subtotal of the Total Fare is given for each Hotel.

Routing and Fare Comparison (RT_FA_C)

For each Itinerary, Passenger Name, Issue Date, Invoice, Depart Date, Airline, and, Total Fare are listed. A subtotal of the Total Fare is given for each Itinerary. For best results, set the travel type to Air. For detailed city-pair analyses, see **Reports|Invoice|CityPair**.

Sales Activity By Departure Dates Detail (S_DD_AD)

For each Departure Date, the Issue Date, Confirmation Number, Itinerary, Passenger, Total Fare, and Commission are listed. A subtotal of the Total Fare and the Commission is given for each Departure Date.

Sales Activity by Departure Date Summary (S_DD_AS)

For each Departure Date, the Number of Bookings, the Total Fare, and Commission are summarized. A total of the Number of Bookings, the Total Fare and Commission is given for each Departure Date.

Sales Activity By Invoice (S_IN_AD)

For each issue date, Invoice number and Client Ticket Number, Itinerary, Passenger, Vendor, Total Fare, and Commission are listed. A total of the Total Fare and the Commission is given for each Invoice.

Sales Activity By Itinerary Detail (S_IT_AD)

For each Itinerary, the Issue Date, Depart Date, Passenger, the Total Fare, and the Commission are listed for each Invoice. A total of the Total Fare and the Commission is given for each Itinerary. This report can be run by origin and destination city.

Sales Activity By Itinerary Summary (S_IT_AS)

For each Itinerary, the Number of Bookings, the Total Fare, and Commission are summarized. A total of the Number of Bookings, the Total Fare and Commission is given for each Itinerary. The report can be run by origin and by destination city.

Passengers Total Activity by Travel Type (S_PASTOT)

This report shows passenger activity by type of travel. The passenger, travel type, total fare and number of bookings are listed.

Sales Activity By Travel Type Detail (S_TT_AD)

For each Travel Type, the Issue Date, Ticket Number, Itinerary, Passenger, Total Fare, and Commission are listed. A subtotal of the Total Fare and the Commission is given for each Travel Type.

Sales Activity By Travel Type Summary (S_TT_AS)

For each Travel Type, the Number of Bookings, Total Fare, and Commission are summarized. A total of the Number of Bookings, the Total Fare and Commission is given for each Travel Type.

Vendor Usage By Travel Type (S_TTVAS)

This report is designed to show the relationship between vendors and travel types. Travel Type, Airline/Vendor, #of Bookings, Total Fare and Commission are listed.

Summary of Travel by Type of Travel (SUMTRAV)

This report summarizes travel by type of travel and provides a count for each travel type. Vendor and total fare are included in the report.

Ticket List (TKT_LIST)

Ticket list report prints all tickets in chronological order. Set the time period desired (*From* and *To*) and *Submit To* to ARC/BSP. Included in the report are Ticket Number, Invoice Number, Client, Passenger, Airline, Total Fare, Tax and Commission.

Travel Detail by Department (DEP_TRVL)

This report gives detailed travel information for corporate clients by department. It displays the total number of Passengers by Department, Invoice Number, Issue Date, Ticket/Conf Number, Airline/Vendor Name, Itinerary, Depart Date, and Total Fare.

Travel Detail by Type of Travel (TRDETRAV)

For each travel type, this report shows Passenger, Invoice Number, Ticket/Conf Number, Airline/ Vendor Name, Itinerary, Depart Date, High Fare, Total Fare, and Fare Savings. Use for corporate clients travel budget, showing how their travel transactions fit with their budgeting.

Summary of Vendor Reports

This section lists all the predesigned vendor reports installed with the program, and includes a description of each.

Vendor Activity By Salesagent (VN_AG_AD)

For each Vendor, the Invoice Number, Passenger, Confirmation Number, Total Fare, and Commission are listed by Agent. A subtotal of the Total Fare and the Commission is given for each Vendor.

Vendor Activity By Client (VN_CL_AD)

For each Vendor, the Invoice Number, Departure Point, and Total Fare are listed. A subtotal of the Total Fare and the Commission is given for each Vendor.

Vendor Activity By Departure Date (VN_DD_AD)

For each Vendor, the Depart Date, Invoice Number, Inside Agent, Outside Agent, Passenger Name, Confirmation Number, Total Fare and Commission are listed by Departure Date. A total of the Total Fare and the Commission is given for each Vendor. This report is wider than 80 cols and requires either a

wide-carriage printer or a printer that is capable of printing condensed print.

Vendor Activity By Departure Point (VN_DP_AD)

For each Vendor, the Invoice number, Passenger, Confirmation Number, Total Fare, and Commission are listed by Departure Point. A subtotal of the Total Fare and the Commission is given for each Vendor.

Vendor Activity by Passenger (VN_PA_AD)

For each Vendor, Passengers, Invoice Numbers, Departure Point, Depart and Return Dates, and Total Fare are listed.

Vendor Activity Summary (VN_AS)

For each Vendor, the Number of Bookings, Total Fare, and Commission are listed. A total of the Number of Bookings, the Total Fare and commission is given for all Vendors.

Vendor Final Payment Report (VN_PAY_D)

The Vendor Final Payment report is designed to aid in the tracking of Final Payments. This report is sorted by Agent and includes Due Date, Vendor, Final Payment Amount, Final Payment Commission Amount, Passenger Name, Depart Date, and Confirmation Number. The Final Payment commission information is entered in the expanded booking screen manually, or via interface.

Vendor Activity By Travel Type (VN_TT_AD)

For each Vendor, the Invoice number, Passenger, Total Fare, and Commission are listed by Travel Type. A subtotal of the Total Fare and the Commission is given for each Vendor.

Vendor Usage by Travel Type (S_TTVAS)

For each Travel Type, the Vendor Name, Number of Bookings, Total Fare, and Commission are summarized. A subtotal of the Number of Bookings, the Total Fare and Commission is given for each Travel Type.

Summary of Miscellaneous Reports

This section lists all the predesigned miscellaneous reports installed with the program, and includes a description of each.

Credit Card Reconciliation (CC_RECON)

For each Credit Card Account (or Check Number), the Invoice, Passenger Name, Payment type, Depart Date, Itinerary, Total Fare, and Payment Date are listed. A subtotal of Total Fare is given for each Travel Type.

Final Payment Report (FINL_PAY)

Final payment information is available from this report if the final payment date has been inserted in the Expanded Fare field in the invoice. The report identifies the Agent, Payment Due Date, Vendor, Final Payment Amount, Commission, Passenger, Depart Date, and Ticket/Confirmation Number.

Passengers Total Activity by Travel Type (S_PASTOT)

This report is broken down by passenger. It lists each different type of travel this passenger has booked. It also shows the total spending and number of bookings.

13

Build Reports/Report Generator Overview

This chapter contains:

- Directions on Building Reports
- Listing of Report Generator Fields
- Practical Examples
- Backing Up Reports
- Mail Merge

What is a Report Generator?

The *Trams Back Office* Report Generator provides the option of designing and printing custom reports tailored to the agency's specific (and unique) needs. *Trams Back Office* comes with a number of "canned" reports for ARC/BSP reporting, Vendor Balances, Client Balances, Statements, etc.; however, the variety of reports possible from the data in *Trams Back Office* is virtually infinite. If *Trams Back Office* were to build every possible report, the program would become so large that it would be unstable. Instead, the program has the capability to design unique reports for the agency's needs. For example, perhaps a corporate customer needs a summary of travel business in a particular format, by Travel Type (Hotel, Car). Use an existing "canned" report, or use the Report Generator to tailor a report precisely to the client's needs.

What is a Report?

A report is a collection of data arranged in a format understandable -- and wanted-- by the reader. When creating a report, ask two questions:

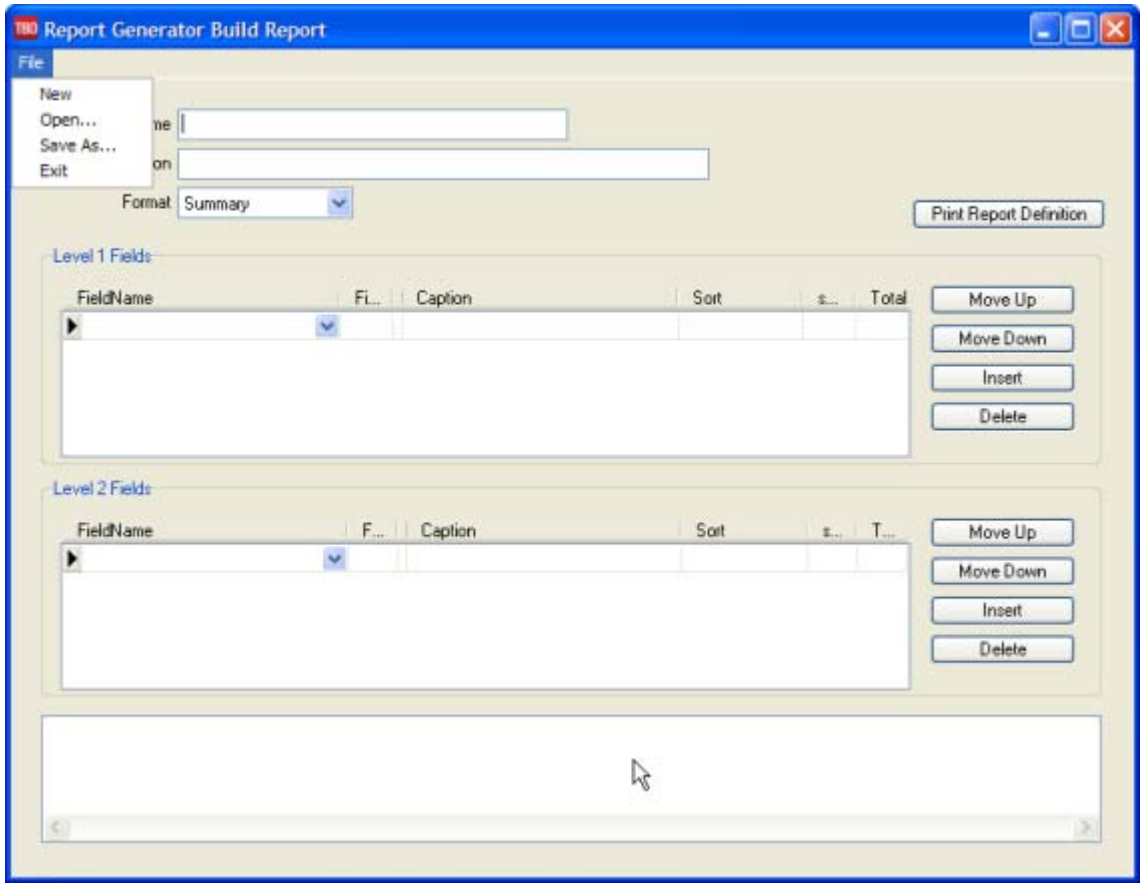
1. What data does the reader want to see?

2. What is the best way to arrange that data so it is understandable?

Building Reports

When creating an original report, select **Reports|Report Generator|Build Report**. TBO defaults to a blank

canvas.



Click File: The following options appear: *New, Open, Save As,* and *Exit.*

New: For a blank canvas on which to build a report, choose *New.* This option is usually selected to capture data from Trams Back Office and export to another program such as Excel.

***Open*:** Choose a report already put together and modify it to meet the agency's specifications. No need to reinvent the wheel when the major part of the report is already designed. Reports are found in the C:\Program Files\Trams\Tramswin\Reports directory by default.

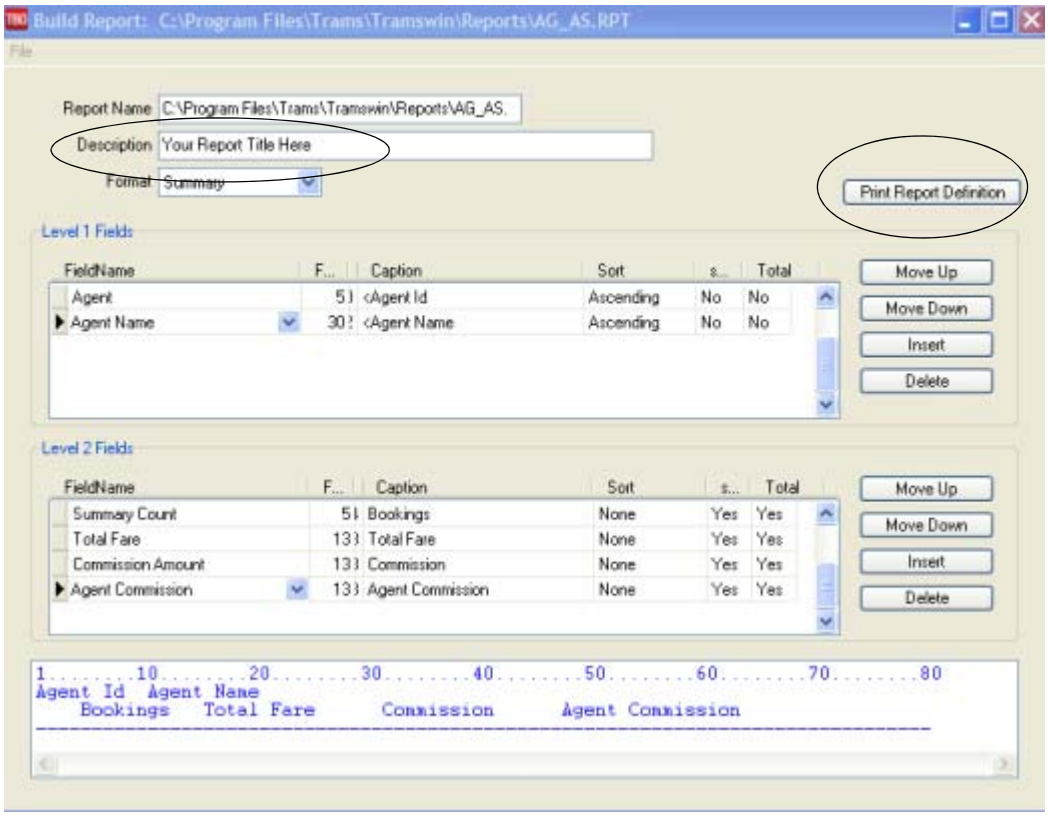
Save As: After the report meets the design specifications, select *Save As.* Each report must have a unique name. The name assigned to a report is how to refer to the report when printing. It is advantageous to use descriptive names, such as AIR_PROD (for Airline Productivity).

Important: Before modifying, rename the report -- carefully! When using a Report Generator Report, rename it FIRST, so not to lose the canned report to changes forever.

By putting a "1" in front of the new report (1AIR_PROD), it appears at the top of the reports listing and it is the newly created one.

Exit: When the report specifications are completed, *Exit*.

Designing a Report - Definition



When a new report is created, the **Description** field will be the title on the new report. By clicking the **Print Report Definition** button, see what criteria was used to set up the report.

Specify What Data Appears on Report

The Invoice Booking (the source of the data) is the detailed part of an invoice, with information such as ticket number, passenger name, start/end dates, and fare amounts. When printing a report using the Report Generator, select a set of Invoice bookings, based on some criteria, and the computer shows information from those selected bookings in a particular order and format.

Selection of Data Fields for Report

The data in an invoice is available for use in the Report Generator. Choose only those items desired from a list of fields. In addition, there are certain calculated fields, such as Fare Savings. In the process of building a report, create a list of fields that make up the report.

Specify the Order and Field Format

Each field is printed on the report in a format dependent on the nature of the data. For example, numeric fields such as *Invoice Number* print as a series of digits (123456); Decimal Fields, such as *Total Fare* print with commas separating the digits and a decimal point (10,000.00); Text fields print as text; Date fields print in MM/DD/YY format.

Ability To Trim Field Length

Each data item has a maximum field length. The field only holds so many characters in the printed report, without condensing the print size of the field. To reduce the size of a selected field is especially useful to fit many fields on a single line. For example, the Client Name field has a maximum size of 40 characters. If including the name field in a report and leaving the field length at the default (the maximum length), the amount of space the name field occupies in the report is always 40 characters. If shortening the name field to, say, 25 characters, and the field contains more than 25 characters, the report shows the entire field in condensed print.

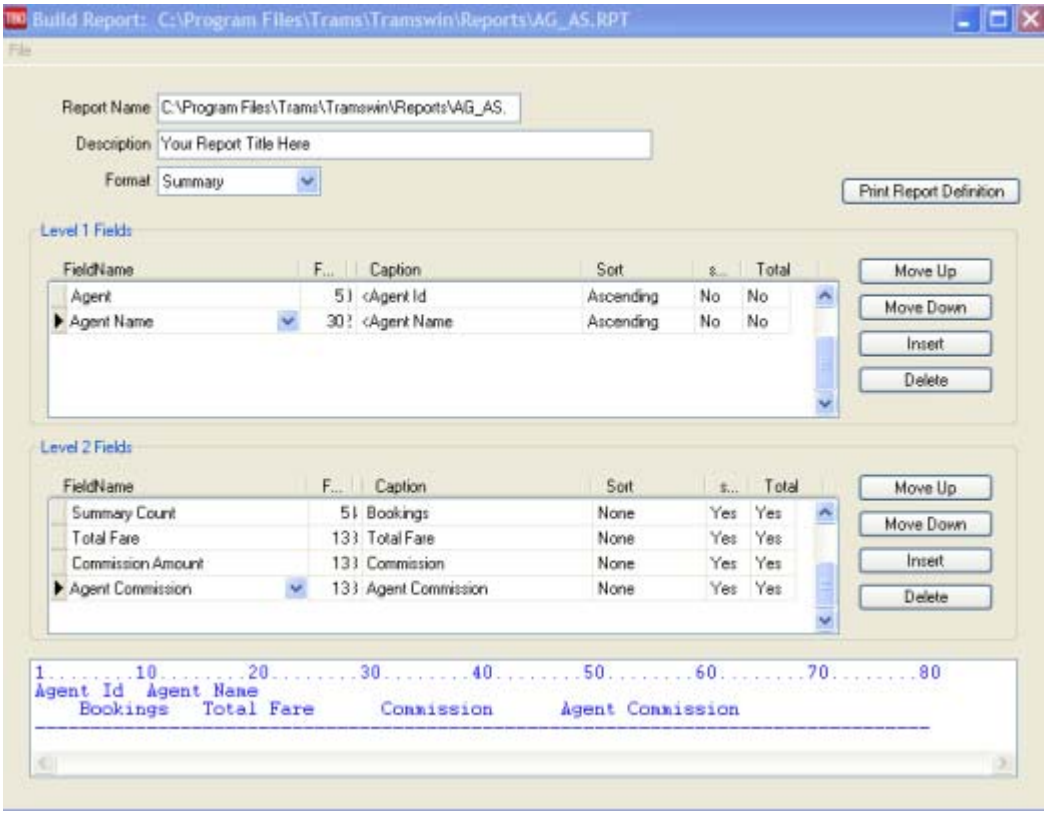
Ability To Sort on One or More Fields

With the report generator, sort and arrange data by telling the program what to do. What is Sorting? Sorting means putting a list of items in a particular order. For example, there is a list of numbers: 45, 17, 81, 27, and 6. This list of numbers, sorted lowest to highest (ascending) is: 6, 17, 27, 45, and 81. The numbers haven't changed; they have just been rearranged. By sorting, easily find a particular item. In the list of numbers, if looking for the number 25, only look at the first three numbers, since 25 is between 17 and 27.

The other advantage of sorting is grouping similar items together. Sorting is a powerful aspect of the Report Generator, allowing us to see, for instance, a report in Issue-Date order or to look at a report grouped by Airline.

Sorting On One or More Data Items

When selecting fields in the report, decide if a field should be a sorting key. A sorting key means that the sorting sequence is directly dependent on the value of that field. Report Definition



Select as many fields for sorting as fields in the report. Generally, though, sort on two or three fields. When selecting multiple sort keys, the sort gives precedence to the initial sort keys. For example, if sorting by Invoice Number and Ticket Number, the sort sequence is based primarily on Invoice Number; within records having the same Invoice Number, the sequence is in Ticket Number order. Thus, sorting by Invoice Number and Ticket Number, means sorting by Invoice Number and when there are two or more records with the same Invoice number, putting them in Ticket Number order. The precedence of each sort item corresponds directly to the item's position in the report.

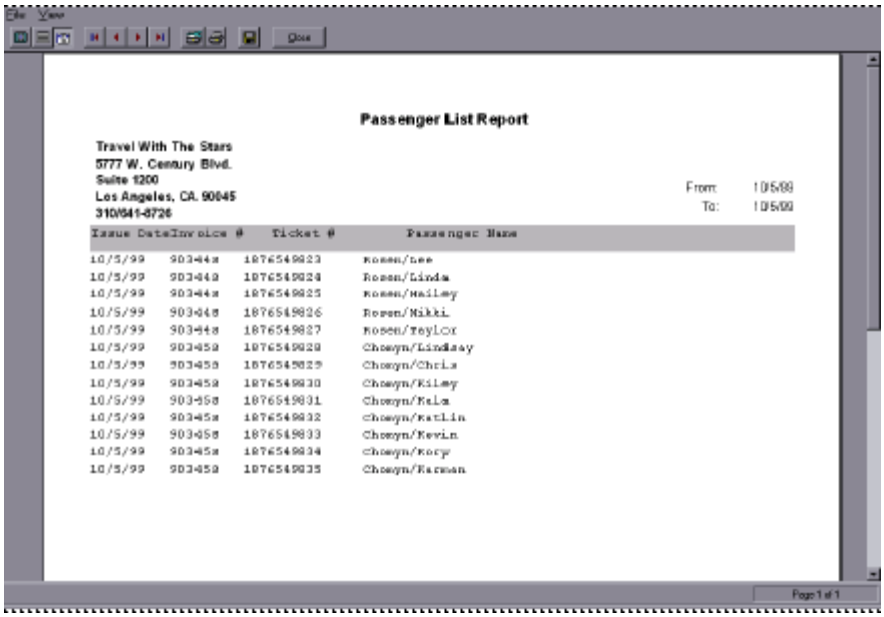
Sort Keys Correspond to Sequence of Fields Displayed

It is a good idea to ensure that the sequence of sorting fields corresponds to the sequence of the items in the report. For example, if the report prints Issue Date, Invoice Number, Passenger Name, and Total Fare, sort by Issue Date, Invoice Number, and Passenger Name, in that order. Doing otherwise, makes the report more difficult to follow. In general, sorted fields appear before the non-sorting fields.

Single vs. Multiple Level Reports

Reports are either one level or two levels allowing for the data to be arranged in a hierarchical manner. A single level report looks like this:

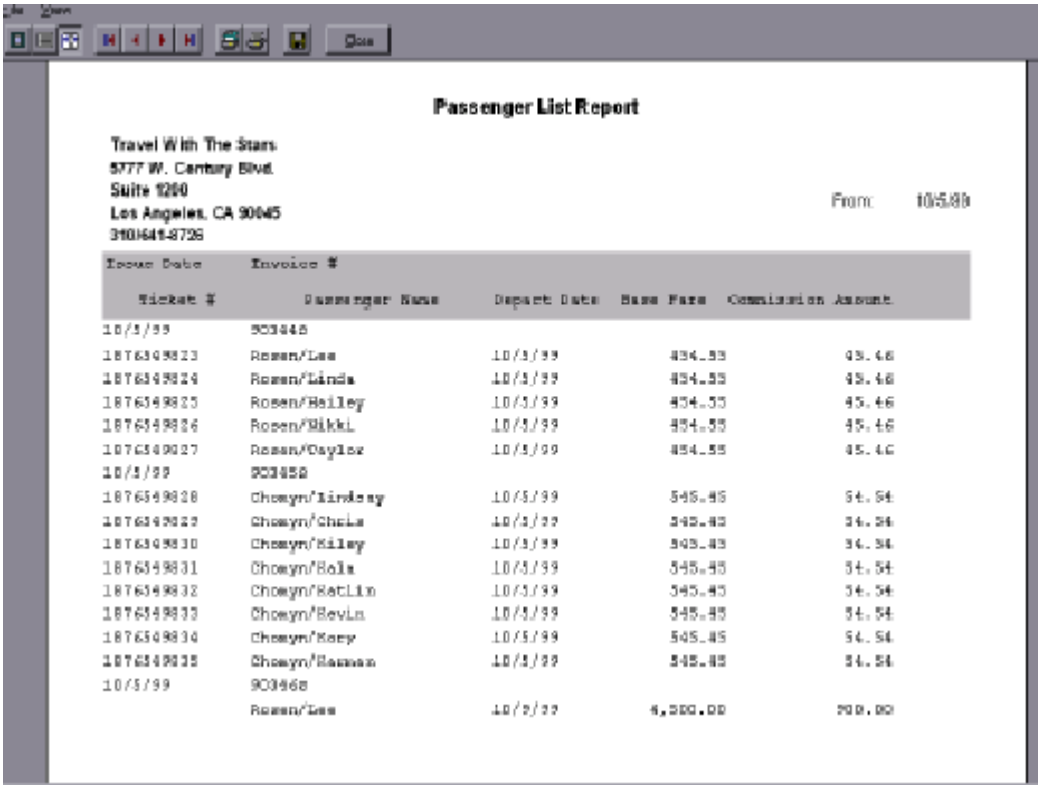
Single Level Report



Multiple Levels Present Information More Clearly and Avoid Redundant Data

The multiple level report conveys more information because it shows *patterns* in the data. Note that the invoice number and date appear only once for each invoice thus avoiding redundancy.

Two-Level Report



Passenger List Report

Travel With The Stars
5777 W. Century Blvd.
Suite 1200
Los Angeles, CA 90045
3106419726

From: 10/5/99

Issue Date	Invoice #			
Ticket #	Passenger Name	Depart Date	Base Fare	Commission Amount
10/5/99	903445			
1876349823	Rosen/Lee	10/5/99	454.55	45.46
1876349824	Rosen/Linda	10/5/99	454.55	45.46
1876349825	Rosen/Hailey	10/5/99	454.55	45.46
1876349826	Rosen/Nikki	10/5/99	454.55	45.46
1876349827	Rosen/Caylee	10/5/99	454.55	45.46
10/5/99	903452			
1876349828	Chomyn/Lindsay	10/5/99	545.45	54.54
1876349829	Chomyn/Chris	10/5/99	545.45	54.54
1876349830	Chomyn/Kiley	10/5/99	545.45	54.54
1876349831	Chomyn/Bob	10/5/99	545.45	54.54
1876349832	Chomyn/Ratlin	10/5/99	545.45	54.54
1876349833	Chomyn/Kevin	10/5/99	545.45	54.54
1876349834	Chomyn/Kory	10/5/99	545.45	54.54
1876349835	Chomyn/Hannah	10/5/99	545.45	54.54
10/5/99	903468			
	Rosen/Lee	10/5/99	4,000.00	400.00

Know What Data Goes On Which Level

Don't arbitrarily assign items to different levels. Keep in mind that for a given list of sorted records, certain items change more frequently than others. Try to get an overall view of the data being presenting in the report. Want the data grouped by Carrier for an Airline Productivity Report? The Invoice Booking level? By Agent ID for an Agent Summary Report? The Invoice Level? Sometimes designing a report for a single level, then breaking it up into two levels, is easier than initially designing a multi-level report.

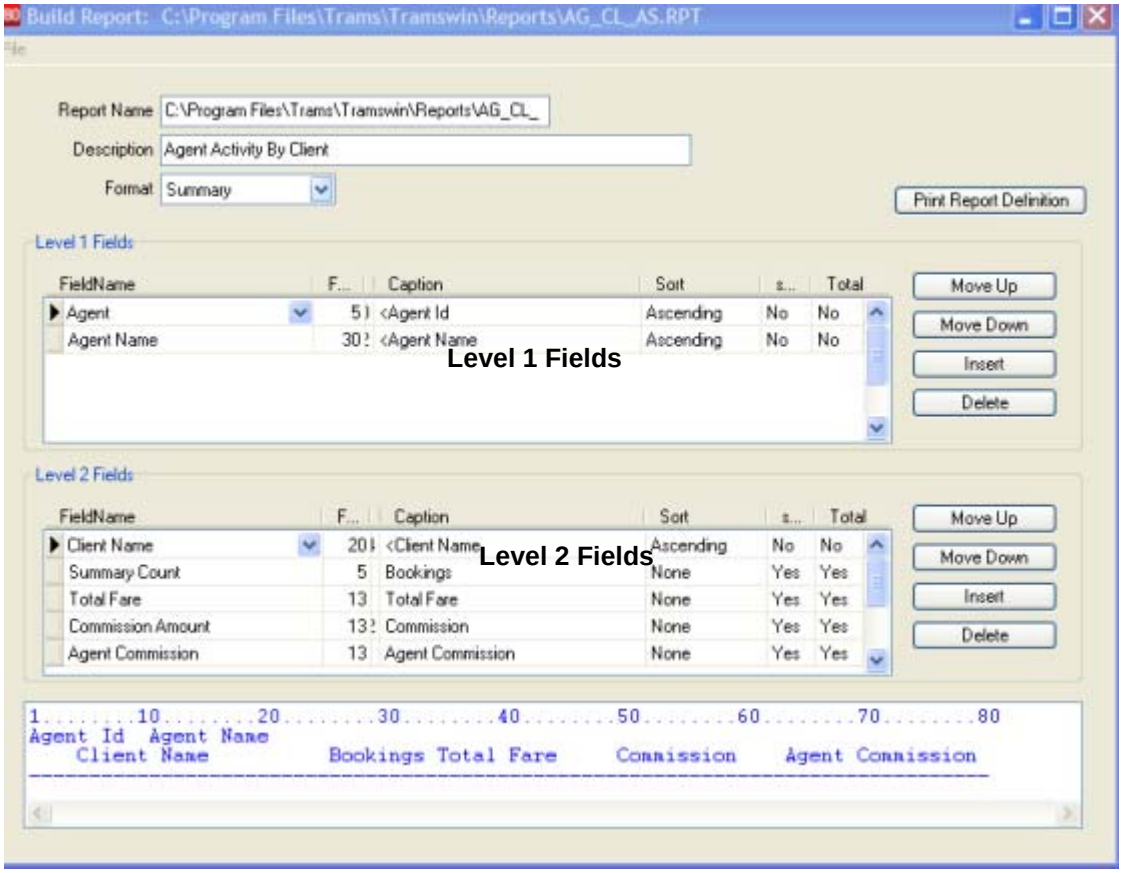
Level Breaks on Changed Sort Item From Prior Level

In a multi-level report, the report level breaks at the point when one or more of the sorting fields in the primary level changes. When the Report Generator prints, printing starts on Level 1. Then, for each record, a line is printed at Level 2. When a field in the record that is a *sort key* for Level 1 changes, two things happen: subtotals are printed for the selected items at the current level (2), and a new Level 1 line is printed. Printing continues at Level 2 and the subtotals are reset to 0.

Building the Report

Here is a picture of the Report Generator screen used to create custom reports. This screen is where to arrange data fields.

Report Generator Build Report


Build Report: C:\Program Files\Trams\Tramswin\Reports\AG_CL_AS.RPT
Report Name C:\Program Files\Trams\Tramswin\Reports\AG_CL_
Description Agent Activity By Client
Format Summary
Print Report Definition
Level 1 Fields
FieldName F... Caption Sort s... Total
Agent 5 <Agent Id Ascending No No
Agent Name 30 <Agent Name Ascending No No
Move Up
Move Down
Insert
Delete
Level 1 Fields
Level 2 Fields
FieldName F... Caption Sort s... Total
Client Name 20 <Client Name Ascending No No
Summary Count 5 Bookings None Yes Yes
Total Fare 13 Total Fare None Yes Yes
Commission Amount 13 Commission None Yes Yes
Agent Commission 13 Agent Commission None Yes Yes
Move Up
Move Down
Insert
Delete
Level 2 Fields
1.....10.....20.....30.....40.....50.....60.....70.....80
Agent Id Agent Name
Client Name Bookings Total Fare Commission Agent Commission

These two Report Field Boxes are where to specify the data items and the order, format, and positioning of those items in the report. Notice there two levels of data items included in a report. Level 1 is completed for all reports; Level 2 is completed for those reports requiring two levels of information.

Click on the first line in either box to toggle between field levels. Each Report Fields Box corresponds to a level in the report. For a single-level report, Report Fields Level 2 is empty. The total of the widths of each field, including the spacing between fields, must not exceed 132 characters.

Report Definition Table

Report Name	The Report Name field is where to decide the name of a Report Generator report. There is no limit to the number of reports possible with the Report Generator, each report, however, must have a unique name. The report name can be any number of characters including spaces. Be careful not to use non-alpha characters such as asterisks ('*') or periods ('.') as part of the report name. The name assigned to a report is the name used to find it when ready to print. Use descriptive names for the reports, such as AIR_PROD for Airline Productivity.
Report Title/Description	The Report Title or Description is centered on the top of every page of the report. The title also appears next to the report name when selecting an existing report. Make the title descriptive of the report, e.g., Client Fare Savings Report.

Report Definition Table

Format: Detail	The Format can be either Detail or Summary. If Format is set to Summary, all records at the lowest level with identical sorting keys are printed as one summary record.
Print Report Definition	To print a hard copy of a report setup format, click on the Print Report Definition button and then the printer icon.

In the Report Fields Box, each row represents a data item on the report. There are six criteria for each data item:

Report Fields Box

Criteria	Description
Field Name	The name of the data field. Select a field by clicking the down arrow.
Field Size	The size, in characters, of the data field
Gap	The number of blank characters between the previous field (or the left margin, if first) and the current field. There is no explicit positioning information entered: each field is positioned relative to the previous field; thus, if a field is deleted, all successive fields move over automatically. (0=default)
Caption	The text that should appear in the Report Header above this field. The caption defaults to "left". The data is always left justified while the dollar amount field is right justified.
Sort	The sort option defaults to *None*. Set this field to *Ascending* if the output is desired from "A - Z", or 1-10. Set to *Descending* if the output is desired from "Z-A", or 10-1. If there are multiple items, precedence proceeds from left to right as printed on the report or from top to bottom in the Report Fields Box.
Subtotal	Subtotal is local to current level break and prints when Level drops back to 1 or report ends. (Does not apply to fields at Level 1. Also DO NOT use for Name Fields which are identified by a dash line on the report.)
Total	If the field is at Level 2, then the total includes all of this field and prints once at the end of the report in BOLD print. (DO NOT use for Name Fields.)

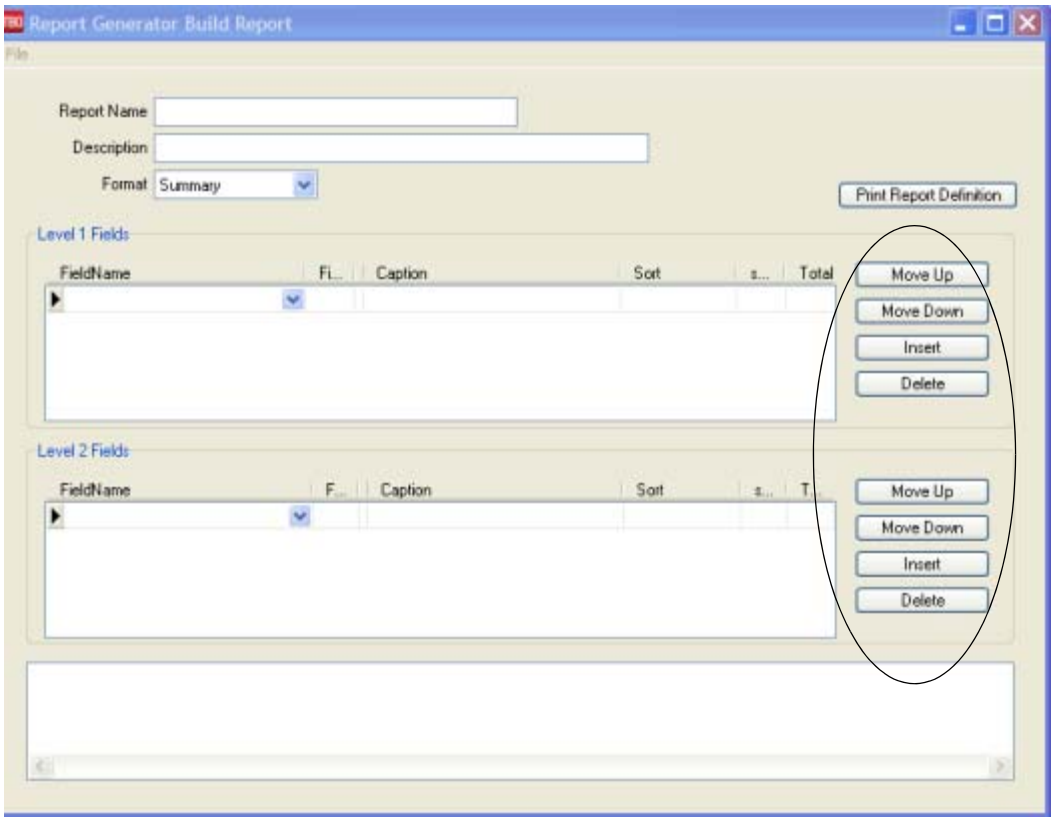
The caption is printed at the top of page one, just below the Title and Agency Name (starting on page two, the agency name and title are not printed). The caption is generally made up of a description of different data items appearing on the report. The description of a data item should be positioned in the report so it is above the same column as the data item itself. Someone looking at the report can look at the header and scan straight down the page for the information.

There are two lines for the Caption. For a two-level report, then the header for the first level goes on the first line and the header for the second level goes on the second line.

Delete a Report

To delete a report, use *Windows Explorer or My Computer* to go an unwanted report in the reports directory and click *Delete* to remove.

Report Generator Buttons



The *Move Up* and *Move Down* buttons are used to rearrange the order of the fields on the report. Notice the fields from top to bottom on the field box. They appear in the same order on the report and they'll be in left-to-right order. Highlight the field to move. By pressing *Move Up*, this line switches places with the field currently above it. By selecting *Move Down,* the highlighted item switches places with the field below the line.

Using the *Insert* button, a new line opens, adding a field above the highlighted line. To insert a line *below* the current line, use the down-arrow key on the keyboard, and move down to the item below where to insert and click *Insert*. The *Delete* button deletes the highlighted field.

Navigation

List of Data Items and Maximum Field Sizes

The data source used in *Trams Back Office* Report Generator is an Invoice Booking. Each Invoice Booking record contains many fields which may be used as data to be printed on a report. The table has a listing of all fields in the Report Generator.

Report Generator Fields

Field Name	Max Size	Description
Agent	10	ID of Agent for current Invoice
Agent Commission	13	Agent Rate x Total commission for current booking

Report Generator Fields

Agent Name	30	Full Name of Agent for current Invoice
Agent Rate	6	Inside Agent Commission Rate
Airline No	3	Airline number - i.e, 006.
Airline/Vendor Name	40	'UA' or 'Hertz Rent-a-Car'
Airline/Vendor Interface ID	10	The Code used to identify the Airline, for ARC/BSP, or the Interface ID from the Vendor Profile for Supplier/Comm-Track.
ARC No	10	ARC number
Base Fare	13	Booking Base Fare
Booking Agent	10	Booking Agent ID
Booking Agent Commission	10	Commission amount for booking agent
Booking Agent Name	10	Booking Agent Name
Booking Count	5	Number of bookings
Booking Record Locator	5	Booking Record Locator
Branch	3	Invoice Branch
Branch Name	50	The Agency name for specified branch
City Names	25	City Names
Class Of Service	2	The Class of Service for the first segment on the ticket is used by default.
Client Acct No	8	'1234' or '23'
Client Address 1	40	First line of Client Address
Client Address 2	40	Second line of Client Address
Client City	40	Client City
Client Country	40	Client Country
Client GST Amount	13	Client GST Amount
Client Interface ID	10	Interface ID From Client Profile
Client Name	40	LastName/FirstName or CompanyName
Client Pay Status	6	Payment status
Client Phone	20	Client phone number
Client Pymt Ck/CC No	30	Displays either the Check Number or the Masked CC Number
Client Pymt Date	8	Date of Client Payment for this booking
Client Pymt Method	9	Cash, Check etc.
Client Remarks	30	Booking Client Remarks
Client State	5	Client State
Client Type	10	'Leisure' or 'Corporate'

Report Generator Fields

Client Zip	15	Client Zip Code
Combined CC No	30	Displays the Credit Card number for ARC, or Supplier, or Comm Track
Commission GST Amount	13	Commission GST Amount
Commission QST Amount	13	Commission QST Amount
Comm Track CC No	25	Displays only the Comm Track CC Number if it is in the expanded Info Tab
Commission Amt	13	Booking Commission Amount
Commission Rate	7	Booking Commission Percent
Confirm No	20	Alphanumeric
Daily Rate	13	For Supplier/Comm-Track Bookings, the Total Fare divided by the Number Of Days.
Date Payable	8	Date Payable
Depart Date	8	Start/Depart Date
Discount	13	Difference between Actual Fare and Face Value
Dom/Intl Indicator	12	Dom/Intl Indicator
E-Ticket Indicator	1	A 1 in this column indicates it's an e-ticket. Nothing in this column indicates it's not an e-ticket.
Face Value	13	ARC/BSP Booking Face Value
Fare Basis	8	The first Fare Basis indicator on an ARC/BSP booking (from the segment information)
Fare Justification	60	Fare Justification Text
Fare Justification Code	2	Booking Fare Code
Fare Lost	13	Booking Total Fare - Booking Low Fare
Fare Savings	13	Booking High Fare - Booking Total Fare
Final Pay Amount	13	Booking Final Payment Amount
Final Pay Commission	13	Booking Final Payment Commission Amount
Final Pay Date	8	Booking Final Payment Date
Fixed CC No	35	Displays the entire cc number without the Prefix and expiration date
Flown Carrier	15	Flown Carriers for Booking
Full CC No	35	Displays the prefix credit card number and expiration date
High Fare	13	Booking High (Full) Fare

Report Generator Fields

Host Agency Code	10	Host Agency Code
Hotel/Car Description	10	'ICAR', etc.
IC Code	10	Independent Contractor Code
Invoice Count	5	Number of Invoices
Invoice Group	15	Invoice Group
Invoice Number	7	Numeric Invoice Number
Invoice Pay Status	6	Invoice Payment Status
Invoice Remarks	80	Remarks
Invoice Type	10	Sort by the Invoice Type to get a transaction count based on the type of invoice (i.e., number of refunds, exchanges, sales)
Issue Date	8	Invoice Issue Date
Itinerary	19	ORG/DST
Low Fare	13	Booking Low Fare
Masked CC No	20	Only prints last 4 characters of cc #
Net Fare	13	Total Fare - Commission Amount
Number In Party	2	For Supplier/Comm Track bookings
Number Of Days	3	For Supplier/Comm Track bookings
Number of Rooms/Nights	2	For Supplier/Comm Track bookings
Number Of Rooms/Cars	2	For Supplier/Comm Track bookings
Original Ticket Number	10	Original Ticket Number
Outside Agent	10	ID of Outside Agent for current Invoice
Outside Agent Commission	13	Outside Agent Rate x Total Commission for current booking
Outside Agent Name	30	Full Name of Outside Agent for current Invoice
Outside Agent Rate	6	Outside Agent Commission Rate
Passenger Department	20	From Invoice or Profile if box is checked
Passenger Name	25	LastName/FirstName
Record Locator	10	PNR Locator
Return Date	8	End/Return Date
Segment Count	5	The # of *city pairs* in the current booking
Submit To	3	Submit To: ***ARC/BSP***, ***SUP*** or ***COMM***
Summary Count	5	Used in Summary Reports. Shows count of items at current level.
Tax 1 Amount	13	Booking Tax 1 Amount

Report Generator Fields

Tax 2 Amount	13	Booking Tax 2 Amount
Tax 3 Amount	13	Booking Tax 3 Amount
Tax 4 Amount	13	Booking Tax 4 Amount
Tax Amount	13	Booking Total Tax Amt
Ticket Designator	25	Indicates domestic or international ticket
Ticket No	10	Ticket Number
Ticket Type	11	Normal, Ex-Add Collect, Ex-Refund
Ticket/Conf No	15	Alphanumeric
Ticketing Agent	10	Ticketing Agent ID
Ticketing Agent Name	10	Ticketing Agent Name
Ticketing Agent Commission	10	Ticketing Agent Commission amount
Total Fare	13	Booking Total Fare
Tour Code	25	Indicated code for specific tour
Travel Type	9	Air, Car, Hotel, etc.
UDID #xx	60	UDID's #1 to #999
Validating Carrier	3	Validating Carrier
Vendor Acct No.	6	12345
Vendor Address 1	40	First line of Vendor address
Vendor Address 2	40	Second line of Vendor address
Vendor City	40	Vendor City
Vendor Country	40	Vendor Country
Vendor Name	40	Name of Vendor
Vendor Pay Status	6	Vendor Payment Status
Vendor Phone	20	Vendor Phone Number
Vendor Pymt Ck/CC No	30	Vendor Payment Check or Credit Card Number
Vendor Pymt Date	8	Date of Vendor Payment for this booking
Vendor Pymt Method	9	Cash, Check, etc.
Vendor Remarks	30	Booking Vendor Remarks
Vendor Remit Amount	13	Vendor Net Remit Amount
Vendor State	5	Vendor State
Vendor Zip	15	Vendor Zip Code

Printing the Report

To print the report, go to **Report Generator|Print Report** and select the name assigned to the Report. Do

this by clicking the *Report* Button. Complete the desired selection criteria in the General and/or Advanced Tab and process the report by clicking *Print.*

Report Examples

Creating and/or Modifying a Report

To help understand the information presented here, let's go through an example of building and printing a report using the Report Generator. The report we are building is called an *Airline Productivity* report showing activity grouped by Airline. This example covers the major aspects of Report Generator Programming.

Go to **Reports|Report Generator|Build Report** screen. Click *File*, then *Open* and select the name of an existing report to modify. Give the report a new name (see box below), a title that is descriptive of the report and then insert or delete to make changes. The possibilities are many.

Reminder: Rename the report before modifying when using a Report Generator Report so not to lose the canned report to the changes forever.

Report Fields

Here is a list of the data items we want included in the Airline Productivity Report:

Issue Date

Invoice Number

Ticket Number

Itinerary

Passenger Name

Airline/Vendor Name

Total Fare

Commission

For this example, we go to **Reports|Report Generator|Build Reports**. Click **File|Open** and select the canned Air_com.rpt from the reports menu. Next, click *File*|*Save As* and rename the report Al-prod.rpt. In the *Description* field, type Airline Productivity Report. Next, open the new renamed Airline Productivity report (Al-prod.rpt). Now begin to modify the report.

On Field Level 1 we want the Airline/Vendor name. The field size of 20 characters can be adjusted to accommodate longer names if necessary. Since this is the only field that will be on Level 1, we do not need a gap between fields. We select *Ascending* to sort the airline by name and *No* for subtotal and total.

Report Fields Level 1

Field Name	Field Size	Gap	Caption	Sort	Subtotal	Total
Airline/Vendor Name	20	0	Airline	Ascending	No	No

Note: In the printout, the column header "Airline" is left justified, as are all the airline codes.

The remaining fields that we want to see on the report are on Level 2.

Report Fields Level 2

Field Name	Size	Gap	Caption	Sort	Subtotal	Total
Issue Date	8	3	Issue Dt	Ascending	No	No
Ticket/Conf No.	10	2	Ticket No.	Ascending	No	No
Itinerary	11	2	Itinerary	No	No	No
Passenger Name	15	2	Passenger Name	No	No	No
Total Fare	11	2	Total Fare	No	Yes	Yes
Commission Amount	11	2	Commission	No	Yes	Yes

Sample Report Output

Airline Productivity Report

Save the created report by clicking **File|Save As** and checking to see if the name of the report appears correctly. If it does, click *Save.* In the above example, the report name would appear as Al-prod.rpt. To modify the report, select **Report Generator|Build Report**. Click **File|Open** and select Al prod.rpt, and modify the report. Remember to save the changes.

Mail Merge

Mail Merge is an option that takes the information stored in Reports and puts it into a format accepted by other software applications. To activate this option, go to the main Reports menu, then to Report Generator and to Print Report. Click *Report* and *Select* the desired report from the report menu. Click on the down-arrow on the *Format* field to select the option for Mail Merge. Complete the desired selection criteria fields and click *Preview* to process the report. Next, decide where to save the file and enter the folder in the *Save In* field. Enter the file name *File Name* field with a .txt extension. Click on *Save.*

Ben is using Microsoft Word to accept a mail merge from *Trams Back Office*. He is creating welcome home letters for all clients returning from their trip next week. He goes to the main Reports menu, then to Report Generator, and to Print Report. He selects one of his Client reports, and completes the Booking Dates/Return selection criteria from the drop-down menu and the *Between* and *To* fields to reflect next week's dates. He clicks *Preview.* and enters the path, directory and file name ((C:\Import\welcome.txt). Ben opens Microsoft Word and finds his letter. He uses the C:\Import\welcome.txt as the data source for the mail merge.

Create a mail merge file from **Reports|Clients|Lists and Labels** and **Reports|Vendor|Lists and Labels**. To create a mail merge file, go to either the Client or Vendor subheading under the Reports menu and choose the *Lists and Labels* option. Select *Mail Merge* for Report Type and complete the desired selection criteria fields. Enter the file name for the data source for the mail merge.

The mail merge file is a tab-delimited file. Change this delimiter in **Utilities|Setup|Global Defaults**. Having access to all customer names in mail merge format means the agency can print letters to all its travelers.

Your agency uses MicrosoftWord to create and print letters. You are preparing a master letter to everyone who has taken a cruise with you this past year, notifying them of your agency's discount plan for repeat cruisers.

First you need to find out who your clients are who have taken a cruise this past year. Go to **Reports|Report Generator|Print Reports** and select a Client Activity Report (such as CL_AS.rpt). Enter the selection criteria for *Submit To* "Supplier/Comm Track", with a *Travel Type* of "Ship Final" and run the report for the last year to find all the clients who have taken cruises. Ensure that you select "Client Only" or "Client & Vendor" under the *Cross Reference* field on the Advanced Tab. Preview the report. No need to print it.

To merge the names from this "Ship Final" query in Report Generator from Trams Back Office to your work processor, go to **Reports|Client|Lists & Labels**. Select "Mail Merge" in the for *Format* field, and check the *Use Cross Reference Data* box. Click *Print* and map to directory and folder in the *Save To* field (usually C:\Folder). Enter the name of the file cruise.txt in the File name field and save as a .txt file Click *Save.*

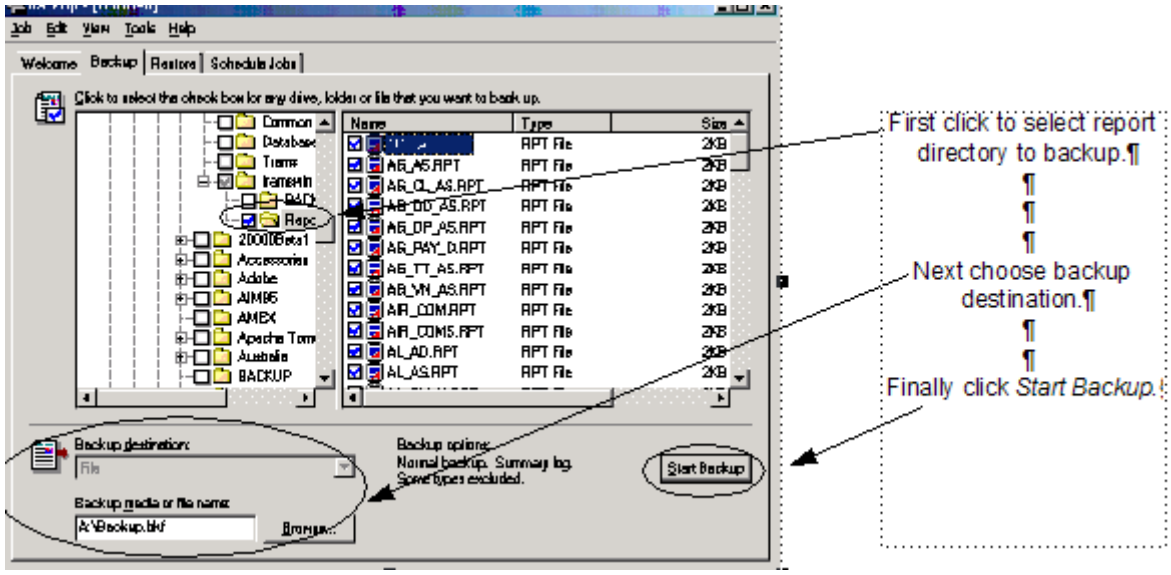
You can now merge all selected client names and addresses into the master letter by accessing that saved file through your word processing software using their instructions.

Backing Up Reports

When backing up the TBO database, Report Directory **is not backed up.** Make a separate backup for all the reports. Use the following instructions:

1. Select **Start|Programs|Accessories|System Tools|Backup**.

2. Follow the Backup Wizard, and place a checkmark in the Trams Reports folder found at C:\Program Files\Trams\Tramswin\Reports.



3. Then, browse for the backup destination found on the bottom of the backup screen. (Some versions of Windows may have the backup destination on the next screen.) Since reports fit nicely on a flashdrive, select this drive as the backup destination.

4. Click on *Start Backup* to start backing up, or *Schedule Jobs*. (If you select *Schedule Jobs*, backup files will be backed up as scheduled. Make sure that you have a diskette in the diskette reader and that the

system time and data are correct when using this option.)

Tips and Tricks

Try breaking the report into multiple levels for easier reading. When designing a report, keep each line clear and simple. At a given level, move any constant information, such as Invoice Number or Issue Date, to a lower level.

Use UDID’s as a forced "field" to collect data not normally included in an invoice booking but wanted for reporting purposes. UDID’s (pronounced "U-DID's") are user-defined interface data entries captured in the UDID’s tab portion of an invoice booking. The format for entering UDID lines is as follows:

Un-Freeflow Text, (the "UDID" is the UDID field, and the "n" represents the UDID number). Where n= a UDID number (1 to 999) and free flow text is whatever text desired to associate with that UDID.

These UDID’s can be included as a data field when building a report and as selection criteria when printing a report. If you want a report from the Report Generator to be printed in Portrait mode (standard format), keep the number of characters on one line of the report to be 80 characters or less. (Eighty characters is an average and not a exact number. Some reports will convert to landscape mode (wide format) any where from 77 characters to 89 characters.)

14

Financial Modeling

This chapter contains:

- ☐ Directions for Setting Up Financial Modeling
- ☐ How to Run Financial Modeling Reports

Set Up Financial Modeling

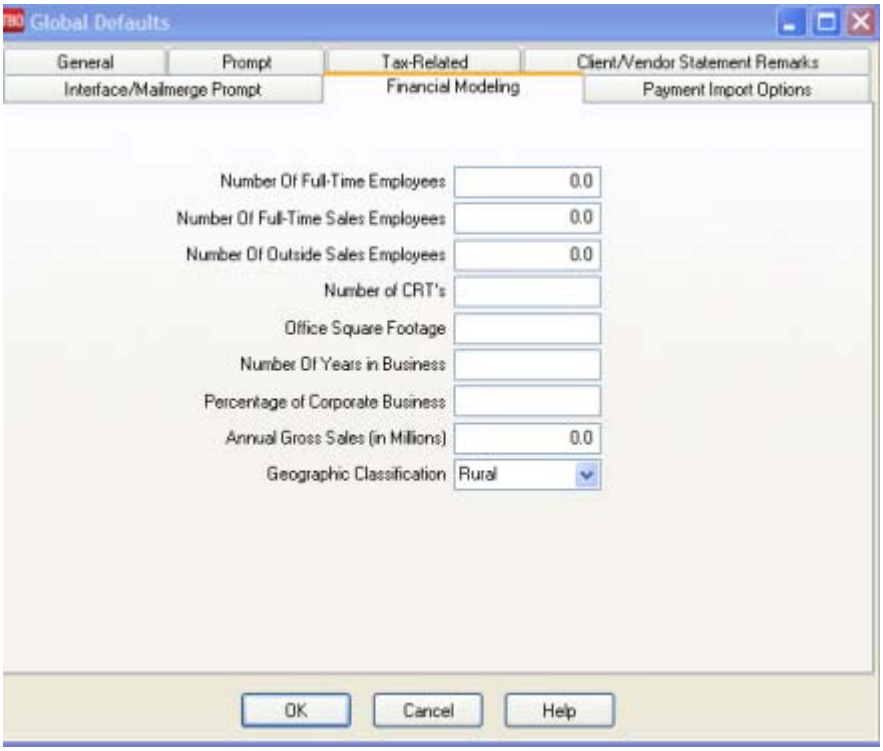
To provide you with a tool to increase your agency's profit, there is a feature in Trams Back Office called Financial Modeling. It summarizes your agency's statistics on one piece of paper and allows you to analyze them to establish goals for your business.

Financial Modeling can be used after Bank Reconciliation, ARC/BSP Reconciliation, EOP Core Report Balancing, and the Month End routine are complete. After the monthly Income Statement and Balance Sheet, Financial Modeling is the final step of monthly analysis of your business.

To set up the Financial Modeling feature do the following:

1. Click **Utilities|Setup|Global Defaults** and click on the *Financial Modeling* tab.

2. Enter your Agency Information:



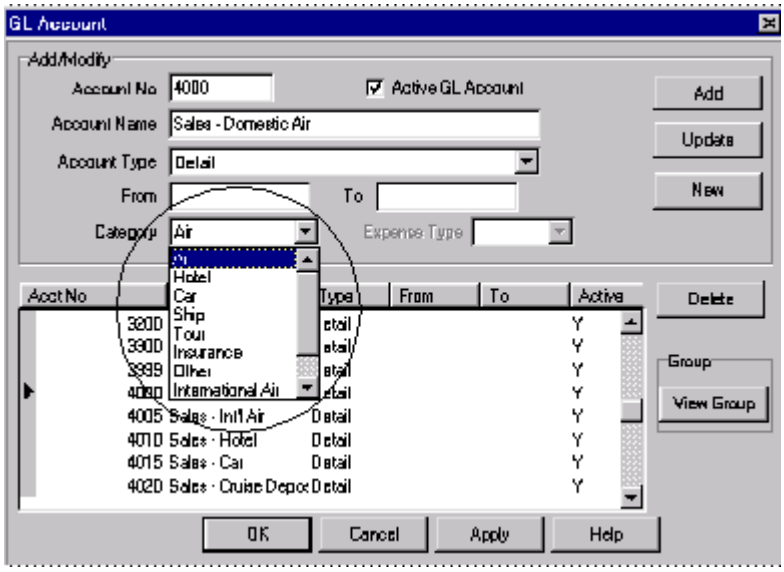
Financial Modeling Entry Fields

Number of Full-Time Employees	Enter your agency's number of full-time employees.
Number of Full-Time Sales Employees	Enter your agency's number of full-time sales employees.
Number of Outside Sales Employees	Enter your agency's number of outside sales employees.
Number of CRT's	Enter the number of Customer Reservation Terminals in your agency.
Office Square Footage	Enter the square footage of the agency.
Number of Years In Business	Enter the number of years your agency has been in business. (Used for external peer comparisons.)
Percentage of Corporate Business	Enter the percentage of corporate business your agency performs. (Used for external peer comparisons.)
Annual Gross Sales (in Millions)	Enter your agency's gross sales (in millions). (Used for external peer comparisons.)
Geographic Classification	From the drop-down menu, select Rural, Urban or Metro for the geographic classification for your agency. (Used for external peer comparisons.)

3. Click OK to save.

4. Next, click on **General Ledger|Accounts** (this is the area where you set up the Chart of Accounts). If you are setting up the Chart of Accounts to allow your Agency to do Financial Modeling, you need to set up Sales (4000 series); Cost of Sales (5000 series); and Expenses (6000, 7000, 8000 & 9000 series) in the following

manner:



5. For every Sales (4000 series) and Cost of Sales (5000 series) account, choose a Category Type from the drop-down menu. Choices include: *Air, Hotel, Car, Ship, Tour, Insurance, Other, International Air, Service Fees, or Unrelated Income or Rail*.This is a suggested setup for your chart of Accounts for use of the Financial Modeling Module. (Please contact your accountant for any changes that they may want you to consider for your final setup).

Sample Financial Modeling Set Up (4000's, 5000's)

Acct #	Acct Name	Category Name
4000	Sales - Domestic Air	Air
4005	Sales - Int'l Air	Int'l Air
4010	Sales - Hotel	Hotel
4015	Sales - Car	Car
4020	Sales - Cruise Deposit	Ship
4025	Sales - Cruise Final	Ship
4030	Sales - Tour Deposit	Tour
4035	Sales - Tour Final	Tour
4040	Sales - Rail	Other
4045	Sales - Insurance	Insurance
4050	Sales - Miscellaneous	Other
4055	Sales - Service Fees	Serv Fee
4060	Sales - User Definable	Other
4100	Interest Income	Unrelated Income
4200	Other Income	Other

Sample Financial Modeling Set Up (4000's, 5000's)

Acct #	Acct Name	Category Name
Acct #	**Acct Name**	**Category Name**
5000	Cost of Sales - Domestic Air	Air
5005	Cost of Sales - Int'l Air	Int'l Air
5010	Cost of Sales - Hotel	Hotel
5015	Cost of Sales - Car	Car
5020	Cost of Sales - Cruise Deposit	Ship
5025	Cost of Sales - Cruise Final	Ship
5030	Cost of Sales - Tour Deposit	Tour
5035	Cost of Sales - Tour Final	Tour
5040	Cost of Sales - Rail	Rail
5045	Cost of Sales - Insurance	Insurance
5050	Cost of Sales - Misc.	Other
5055	Cost of Sales - Service Fees	Serv Fee
5060	Cost of Sales - User Definable	Other
5100	ARC Adjustments	Air
5500	Overrides Air	Air
5505	Overrides Car	Car
5510	Overrides Hotel	Hotel
5515	Overrides Cruise	Ship
5520	Overrides Tour	Tour
5525	Overrides Rail	Rail

6. For every Expense (6000 series) account, choose a Category type (*Compensation; Operations, Marketing, Occupancy; Travel/Entertain/Travel; Communication; Other; Allocated Profit*), **and** an Expense Type. Choices include *Fixed* or *Variable* (see below for details).

This is a suggested setup for your Chart of Accounts for use of the Financial Modeling Module. (Please contact your accountant for any changes that they may want you to consider for your final setup):

Sample Financial Modeling Set Up (6000's)

Acct #	Acct Name	Category Name	Type
6000	Salaries - Employees	Compensation	Fixed
6005	Salaries - Officers	Compensation	Fixed
6010	Agent Commissions	Compensation	Variable

Sample Financial Modeling Set Up (6000's)

Acct #	Acct Name	Category Name	Type
6015	Incentives/Bonuses	Compensation	Variable
6020	Temp Services/Contract Labor	Compensation	Variable
6025	Health Insurance - Employees	Compensation	Fixed
6030	Health Insurance - Officers	Compensation	Fixed
6035	Other Benefits	Compensation	Fixed
6040	Employer's FICA	Compensation	Fixed
6045	Employer's FUTA	Compensation	Fixed
6050	Employer's SUTA	Compensation	Fixed
6055	Other Payroll Taxes	Compensation	Fixed
6060	Workers Comp Insurance	Compensation	Fixed
6100	Dues & Subscriptions	Operations	Variable
6105	Office Supplies	Operations	Variable
6110	Furniture & Fixtures	Operations	Variable
6115	Printing Expense	Operations	Variable
6120	Computer Expense	Operations	Variable
6125	Equipment Rental	Operations	Variable
6130	Equipment Repairs	Operations	Variable
6135	Consortium/Franchise Fees	Operations	Fixed
6140	Payroll Services	Operations	Fixed
6145	Bank Fees	Other	Fixed
6146	CC Merchant Processing Fees	Other	Fixed
6150	Bad Debts	Other	Fixed
6151	Bounced Checks	Other	Fixed
6155	Depreciation	Other	Fixed
6160	Errors & Omissions Insurance	Operations	Fixed
6165	Business License & Fees	Operations	Fixed
6170	Agent Errors	Other	Variable
6175	ARC Ticket Stock	Operations	Variable
6200	Advertising	Marketing	Fixed
6201	Advertising Radio	Other	Variable
6205	Promotions	Marketing	Fixed
6215	Direct Marketing	Marketing	Fixed

Sample Financial Modeling Set Up (6000's)

Acct #	Acct Name	Category Name	Type
6220	Newsletters	Marketing	Fixed
6225	Video Tapes	Marketing	Variable
6230	Window Displays	Marketing	Fixed
6235	Market Research	Marketing	Variable
6240	Rebates & Dissents	Marketing	Variable
6245	Client Gifts	Marketing	Variable
6250	Flight Insurance	Operations	Variable
6300	Rent	Occupancy	Fixed
6305	Utilities	Occupancy	Fixed
6310	Cleaning & Maintenance	Occupancy	Fixed
6315	Building Insurance	Occupancy	Fixed
6320	Kitchen Supplies	Occupancy	Fixed
6325	Property Taxes	Occupancy	Fixed
6330	Security Systems	Occupancy	Fixed
6400	Fam Trips	Travel/Entertain/Training	Fixed
6405	Education & Seminars	Travel/Entertain/Training	Fixed
6410	Meals & Entertainment	Travel/Entertain/Training	Fixed
6415	Parking	Travel/Entertain/Training	Fixed
6420	Gas/Mileage Reimbursements	Travel/Entertain/Training	Fixed
6425	Misc. Travel Expenses	Travel/Entertain/Training	Fixed
6430	Client Gifts	Marketing	Variable
6500	CRS Expense	Communication	Fixed
6505	Telephone Local	Communication	Fixed
6510	Telephone Long Distance	Communication	Variable
6515	Telephone 800#	Communication	Variable
6520	Fax Expense	Communication	Variable
6525	Postage	Communication	Variable
6530	Overnight Services	Communication	Variable
6535	Delivery Expense	Communication	Variable
6540	After Hour Services	Communication	Fixed

Sample Financial Modeling Set Up (6000's)

Acct #	Acct Name	Category Name	Type
6600	Attorney Fees	Other	Fixed
6605	Accounting Fees	Other	Fixed
6610	Consulting Fees	Other	Fixed
6615	Interest Expense	Other	Fixed
6620	Penalties	Other	Fixed
6625	Contributions	Other	Fixed
6630	Other Expenses	Other	Fixed
6666	Error Account	Other	Fixed
6700	CC Wash Account	Other	Fixed
6900	Temporary Holding Account	Other	Fixed

Fixed Costs

Fixed costs are those expense items, which generally do not change, in the short run, regardless of how much you sell. They are not influenced by the hours the business operates or the level of its sales. (Leases, rent, wages to a certain extent, insurance, maintenance, utilities, automobile, and advertising are examples of Fixed Costs).

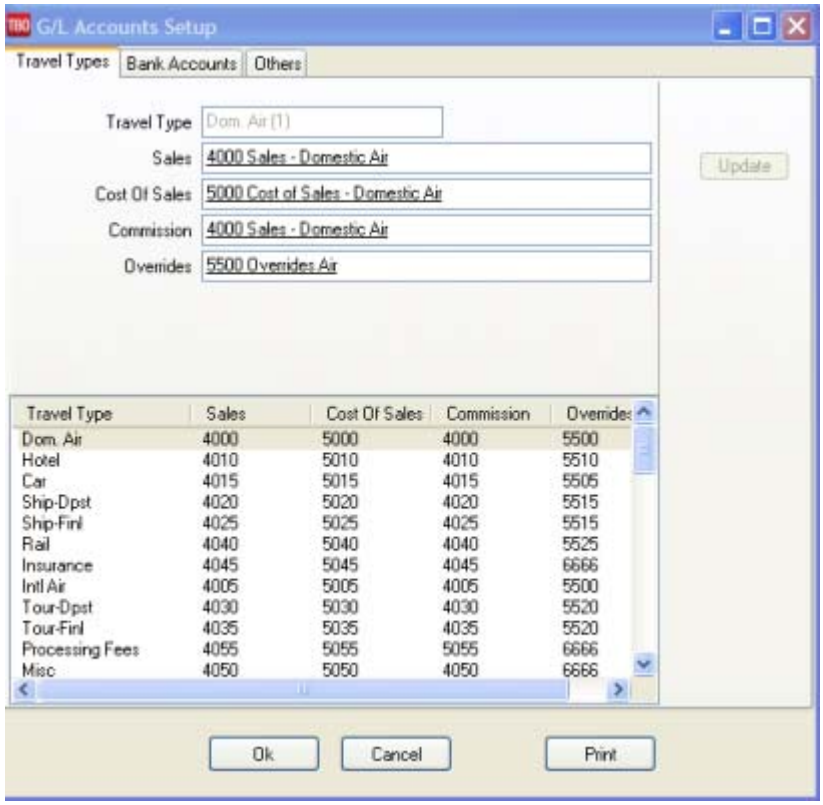
Wages have the characteristics of fixed and variable costs. Wages can be fixed or variable depending on the particular circumstances of the business. If an employee is a permanent full time employee, the cost of ordinary hours and associated costs and annual vacation, etc. could be construed as fixed. If you employ casual employees, ones paid on commission, these would be variable costs.

Variable Costs

Variable costs are costs that increase and decrease with the activity of the business. Generally, these costs increase with increased sales because they are directly involved in making the sale. Examples of variable costs include Cost of Sales, sales commissions, and billing costs. If you are not sure which list is right for a particular expense item, use this test to determine if it is fixed or variable. Ask yourself: "If I did not have any sales during the next month, would I still have to pay this expense?" If the answer is yes, that item is a fixed cost. If you aren't sure which they are consider them fixed.

Above (under Step 5. and Step 6. is a suggested setup for your chart of Accounts for use of the Financial Modeling Module. (Please contact your accountant for any changes that they may want you to consider for your final setup)

7. Next go to **Utilities|Setup|GL Accounts**:


G/L Accounts Setup
Travel Types
Bank Accounts
Others
Travel Type
Dom. Air (1)
Sales
4000 Sales - Domestic Air
Cost Of Sales
5000 Cost of Sales - Domestic Air
Commission
4000 Sales - Domestic Air
Overrides
5500 Overrides Air
Update
Travel Type | Sales | Cost Of Sales | Commission | Overrides
Dom. Air | 4000 | 5000 | 4000 | 5500
Hotel | 4010 | 5010 | 4010 | 5510
Car | 4015 | 5015 | 4015 | 5505
Ship-Dpst | 4020 | 5020 | 4020 | 5515
Ship-Finl | 4025 | 5025 | 4025 | 5515
Rail | 4040 | 5040 | 4040 | 5525
Insurance | 4045 | 5045 | 4045 | 6666
Intl Air | 4005 | 5005 | 4005 | 5500
Tour-Dpst | 4030 | 5030 | 4030 | 5520
Tour-Finl | 4035 | 5035 | 4035 | 5520
Processing Fees | 4055 | 5055 | 5055 | 6666
Misc | 4050 | 5050 | 4050 | 6666
Ok
Cancel
Print

To run a Financial Modeling Report that matches your Income Statement, it is important for you point the Commission Income Accounts under the 4000 and 5000 series to a **unique** Chart of Accounts Number. If not using Commission Income accounts, these can be set to the error account 6666. For example:

Correct: Domestic Air Sales - 4000

Cost of Sales - 5000

Commission Income - 4100

Override - 5500

Incorrect: Domestic Air Sales - 4000

Cost of Sales - 5000

Commission Income - 4000

Override - 4000

If you have changed the Comm Track Payment in EOP setting under **Utilities|Setup|Global Defaults|Prompt** to Commission Income, set-up a **unique** account number (i.e. 4100 series) in the Chart of Accounts for the Commission Income accounts for each travel type. Then come back into this section and "point" the Commission Income section to the new accounts you have set up. Now your reporting will be accurate.

Important Note: If you have not used all of the Travel Type slots, use what is known as an "error account" as the account number for the unused slots. If an amount accidently "falls" into one of these areas that does not have an account number, you now have a way of retrieving the figures by printing out activity in the 6666 Account and putting transactions contained therein into the correct account.

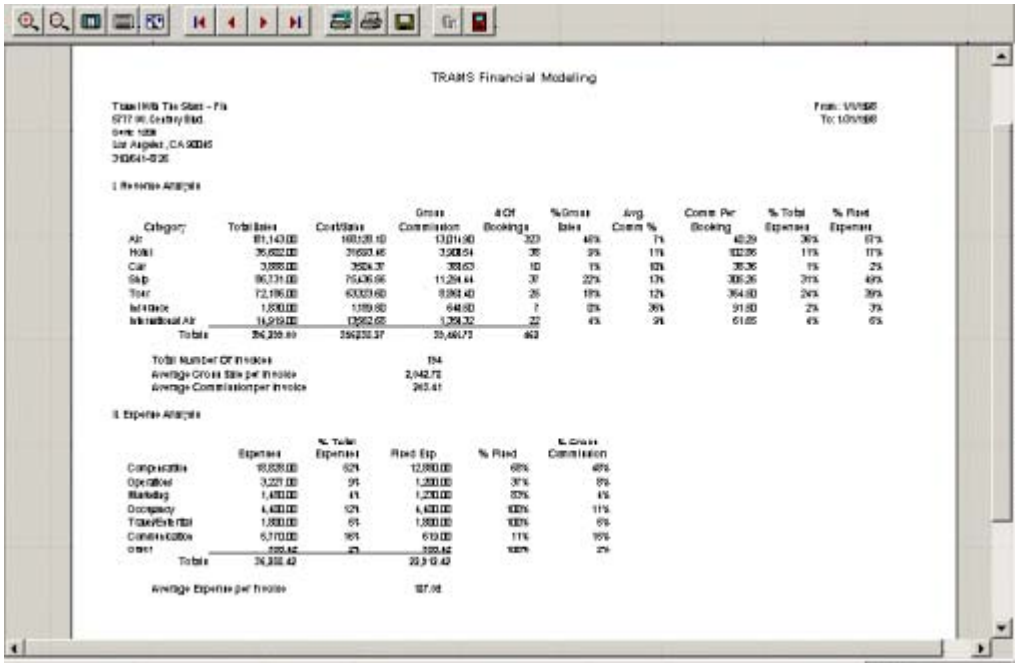
Financial Modeling Reports

To run Financial Modeling Reports, go to **Reports|Financial Modeling** and print out the *Analysis Report* for review. This report is divided into 3 sections - *Review Analysis; Expense Analysis; and Management Analysis*:

Revenue Analysis includes Total Sales, Cost of Sales, Number of Bookings, Percent of Gross Sales, Average Commission Percentage, Commission per Booking, Percentage of Total Expenses, and Percentage of Fixed Expenses by Travel Type. It also shows the Total number of invoices, the Average Gross Sales per invoice, and average commission per invoice.

The **Expense Analysis** section gives an expense break down by Expense Category. It shows what each category is as a percent of total expenses. Find out your fixed versus variable spending, and your average expense per invoice.

Management Analysis compares Sales, Revenue, and Expense Totals, along with Total Invoices, Bookings and Segments per Employee, per Sales Agent, per CRT, and per square foot.



Note: The number of *Employees* used to calculate the *Per Employee* column is using the *Number of Full Time Employees* field plus the *Number of Outside Sales Employees* field set up under Utilities|Setup|Global Defaults|Financial Modeling Tab. If you have 7 Full Time Employees and 1 Outside Sales Employee, the Total Number of Employees used for calculating the *Per Employee* column would be 8.

INDEX

A

Access Code, Enter 105

Account History Report 436

Account Status 155

Accounting for ARC/BSP Settlement When Authorization Amount Was Not Enough 333

Accrued liabilities, how to create 326

ACH 278

ACH Export 434

Action field, in Agent Tab of Booking 238

Add Newly Inserted Items to Query Screens 51

Adding Another Booking to An Existing Invoice 240

Agency 292

Agency Mail Merge Identifier 56

Agency Processed Credit Card aka CC Merchant 292

Agent Activity By Departure Date 452

Agent Activity By Vendor 453

Agent Activity Reports 421

Agent Activity Summary 452

Agent Adjustment, Void 347

Agent Adjustments 346

Agent Adjustments for IC/Host Agencies 347

Agent Commission Rates 64

Agent Payments 270

Agent Profiles 212

Agent Reconciliation 318

- Printing the 323
- View Closed Invoices 323

Agent Reconciliation Screen, Modifying Entries from 323

Agent Reports 421

Agent Statements, Printing 424

Agent Stmt Msg 55

Agents 237

Airline Productivity Report, Creating 477

Alias Utility Overview & Configuration 25

Alias, Changing 26

All Payments Made To Other entries should include 364

All Payments Received From Other should include 364

Allow Branch Entries 45

Allow Cash Payments from Invoice 49

Allow Cash/Ck Payments 56
Allow Client Negative Voucher 50
Allow Client Unapplieds 49
Allow Comm Track Hotel/Car 56
Allow Comm Track on Exchanges 57
Allow Dupe Serv. Fee Confirmation #'s 58
Allow Duplicate Confirmation #'s 58
Allow Duplicate Ticket Numbers 58
Allow Modifying Other Payments 49
Allow Multiple Agents Per Booking 57
Allow New Agent Profiles 57
Allow New Client Profiles 56
Allow Supplier Payments 57
Allow Vendor Unapplieds 51
Allow Voids 58
Alternate Interface ID 141
Always track void invoices 42
Always Track Voided Invoices 49
Always Track Voided Payments 51
American Express (Amex) Reconciliation 431
ARC/BSP Balances Report 391
ARC/BSP Core Report, Set Up 166
ARC/BSP No. in Invoice 224
ARC/BSP Payments 270
ARC/BSP Reconciliation Report 411
ARC/BSP Refund Invoice - Invoice Entered 252
ARC/BSP Sales Report 393
ARC/BSP Settlement 331
ARC/IAR Sales Report/Reconciliation 171, 378
Arrival/departure manifest 402
ASCII Delimited Text Files, Importing 106
Assign Check #'s in Payments 50
ATTACHMENTS TAB, payments 273
Audits, credit card change or name on check change history 434
Auto Update Feature 24
Auto-Assign Invoice Numbers 49
Auto-Create Hotel Vendor Profiles 57
Automap 113
Automated Check Clearing (ACH) 278
Automated Interface 145
Automated Task for Interface Download/ Processing 125
Automatic Interface Download 145

B

Back Up Reports/Spool Directory/s 98
Backing Up Your Reports 479
Backup
  Why do Backup 83
Backup Overview 83
Backup Tips 83
Balance 435
Balance Sheet 45, 435, 438
Bank & Book Balances 65
Bank Account
  GL accounts 153
Bank Accounts tab 67
Bank Accounts, Set Up 64
Bank Charges 323

Bank Group Permissions 41
Bank Permissions 40
Bank Reconciliation 309
from a file 312
Making Additional Payment Entries Through 311
modify an entry 312
Modifying Payment Entries from 312
Printing the 313
Bank Reconciliation, Set Up 167
Bank Transfer by Issuing a Check 307
Bank Transfers 306
Bank Withdrawals entered entries should include 364
BankTransfer & Bank Transfer by Withdrawal 308
Batch Reporting 445
Batch Reports Load and Save Option 446
Blacklisted Passwords 32
Booking Detail Screen 227
Booking Record Locator 236
Bounced Checks 296
Branch Activity by Agent 454
Branch Group Permissions 41
Branch in Invoice 223
Branch Permissions 41
Branch Reports 454
Branch Setup 62
Branches 61
BSP HOT Reconciliation 172, 379, 396
BSP Report Selection Criteria for BSP Report 394
BSP Sales Report/Reconciliation 172, 379, 397
Budget Entry 372
Budget, Create Using JE Import From File 372
Budget, Generate 375

C

Calculator 100
Caledon 77
Canada
AC Line Override Descriptor Codes 182
Additional End of Period Reports 184
Air Canada Credit Memos 185, 255
BSP Bank Accounts Initial Setup 182
BSP Taxes Initial Setup 178
End of Period Reports for BSP Users 174, 381
G/L Accounts Initial Setup 184
General Ledger Accounts Initial Set-up 183
Quebec TAX - OPC - Consumer Protection Fund 185
Report Generator Reports 185
TBO Initial Set Up and Special Usage 177
Canada BSP Report, Sabre Auto Refunds (QREX) 397
CC Merchant Automated CC Service Fee Processing 315
CC Merchant Discount 80
CC Merchant Fees 80
CC Merchant Receivables 80

CC Merchant Reconcilation
modify an entry 315
CC Merchant Reconciliation 313
Modifying Payment Entries from 315
Printing the 315
CC Merchant Report 430
CC Merchant Utility
Configuring the Software 78
CC Merchant Vendor Bills For Service Fee, Account for 292
CC Merchant Vendor Deducts Service Charge at Time of Deposit, Account for 292
CC Processors 77
Getting Started 78
Chars to Match on Passenger Name 60
Chars to Match on Vendor Name 61
Chart of Accounts 374
Add 154
Modifying 154
Report 156
Chart of Accounts Report 439
Chart of Accounts, Set Up 152
Check from Query, Print 352
Check Register
Corresponding GL Account 153
Check Register Core Report, Set Up 167
Check Register Report 391
Check That Will Never Be Cashed, Clear a 303
Check Writer 429
Check Writer Troubleshooting 71
Checks, Format 68
Checks, how to enter Void or Spoiled 296
City Codes, Set Up 75
City Pair Report 400
Clear Balance When Account Balance Is Zero w/Total Invoices and Total Unapplieds are Same 303
Clearing House, Commission Payments Received from a 290
Client Account to Another, Transfer Funds 283
Client Activity Report 413
Client Balance
Directions for Removing/Writing Off 284
Directions for Removing/Writing Off Previous when setting up Core Reports 162
Directions for Removing/Writing Off Prior 164
Client Balances
GL account 153
Client Balances Core Report, Set Up 160
Client Balances Report 388
Client Balances, Adjusting 301
Client Fare Savings Report 456
Client Lists and Labels 417
Client Payment From Within An Invoice 242
Client Payments 269
Client Profiles, Interfacing 136
Client Reports 412
Client Statements 413
Client Statements, Printing 413
Client Stmt Msg 55

Client/Vendor Statement Remarks Tab 54
Close All/Invert All 276
Columns button in Query Screen 272, 306
Comm Track Payments in EOP 46
Commercial Profiles Creating 195
Commission Income 46
Commission Payments Received from a Clearing House, Manually Entering 290
Commission Received - No Invoice 289
Commission Track, Payment Received for 288
Commtrack Vendor Pays the Commission Due Agency via the Agency's Credit Card 289
CommTrak
  Import Setup CommTrak 337
Constant 112
Continue entering payments, Payment/ Receipts Input Screen 272
Conversion Rate 65
Conversion Rates 71
Copy
  Import summary to Windows clip-board. 121
Copying Queried Invoices 252
Core Reports 387
  Balancing to Trial Balance Report 175, 382
Corporate Profile Entring 200
Create a User Profile 37
Create Agent Adjustment, Payment/ Receipts Input Screen 272
Credit Card Reconciliation Report, How to run 431
Cross Reference to Generate Labels, How to use 443
CSV format 312
Currency Code 65
CWT Handoff File, Export 445

D

Daily Checklist 170, 377
Date Formulas for use in Batch Reporting 445
Debit and Credit Memos 255
Default Branch 48
Default CC Merchant Bank Account 48
Default Country Code 56
Default Disburse Bank Account 47
Default EFT Bank Account 48
Default GL Branch 48
Default Invoice FOP on Neg Booking 57
Default Receipts Bank Account 47
Default Refund/Adj Invoice No 50
Default Value 112
Depart/Arrive Manifest 402
Deposit, How to enter 304
Deposits 304
Deposits and Final Payments, How to Handle Transactions with 262
Deposits, How to handle transactions with Deposits and Final Payment 262

Detail Accounts GL 154
Detail Group 369
Disable a user account 38
Disbursements Reports 428
Discounted Transaction, Paid By Cash/ Check 263
Discounted Transaction, Paid By Credit Card 264
Display Pymt# After Saving, Payment/ Receipts Input Screen 272
Download 125, 145
Download Interface Records 131
Download, Automatic setup 145
Duplicate or Invalid Invoice Number 143
Duplicate Ticket Number 143

E

E 236
EFT 170, 174, 377, 381
Electronic Fund Transfer 167, 170, 377
Electronic Funds Transfer 48, 281
E-mailing, Scheduled 447
Enable ability to run Reports/Exports with full Credit Card Numbers 41
Enable ability to view full Credit Card Numbers 41
End of Period Journal Entry 366
End of Period Reports 173, 380
Error
- 32 (0) 145
- Path Not Found 3(0) FileName 145

Exchange with a refund 231
Exchange, Even 242
Expanded Fare Information 233
Expenses Paid by Agency, Owner/ Employee Travel 286

F

Face Value 234
Fare Codes, Set Up 74
Fare Savings #1, Client Statement 414
Fare Savings 1 Report 416
Field Name 112
Final Payments, How to handle transaction with Deposit and Final Payment 262
Finance Charge Calculation 259
Finance Charge, How to add to Invoices 259
Financial Modeling
- Expense Analysis Report 490
- Fixed Costs 488
- Management Analysis Reports 490
- Revenue Analysis Report 490
- Set Up 482
- Setting Up Commission Income Accounts 66
- Variable Costs 488

Financial Modeling Reports 444, 490
Financial Modeling Tab 56
Financial Modeling, Setting Up & Using 482
Flown Carrier 229
Force Branch on Journal Entry 50
Foreign Currency 240

Foreign Currency Payments 287
Full End of Period 366
Full Multiple Balance Sheet 45
Full Single Balance Sheet 45

G

G/L Account Reconciliation 376
G/L Accounts Setup/Bank Accounts 67
G/L Accounts, Set Up 66
G/L Branch Defaults 276
General Invoice Information 222
General Ledger 358
  Entering Opening Balances 168
  Payment Received Types 363
  Suggested Procedures 170, 377
General Ledger Accounts, Setup 157
General Ledger Reports 435
General Ledger Setup 168
General Ledger, Maintaining 175, 382
General Ledger, Maintaining a 358
General Ledger|Posting 371
Getting Started in TBO 151
Gift Certificate 284
GL Branch Group Permissions 41
GL Permissions 41
GL Reconciliation Report 176, 383, 439
Global Defaults, Set Up 159
Global Defaults, Setting Up 42
Global Modify, invoice 248
Globally Modify an Agent 248
Globally Modify Commissions on Queried Invoices 249
Globally Modify Invoice/Payment Groups on Queried Invoices 248
Globally Modify UDIDs on Queried Invoices 248
Globally Void Open Comm Track Bookings 102
Group Code, Globally adding to profiles 219
Group delimiter 118
Group Identifiers, Set Up 76
Group Revenue Report 433
Groups, Handling in TBO 265
GST Receivable Account 184
GST/HST Tax Rate Field in Branch 62

H

Handling Groups document 267
Hardware Requirements 20
Header/Footer, Modify 73
Headers/Footers in Reports, Statements & Invoices, Setting Up 72
Help 15
History, button in booking screen 233
Hot Keys 14
Hotkeys in Booking Screen 227

I

IAR Reconciliation Report Sample 409
IAR Settlement, USA only 333
IAR Submission/reconciliation, Method 1 407
IAR Sumission/Reconciliation Method 2

410
IAR Sumission/Reconciliation Method 3 410
IAR/ARC Sales Report/Reconciliation 395
IC Code in invoice 224
IC Export Report 426
IC/Host Codes 77
If Source Field 113
Ignore %1 For Int'l BSP Air 57
Import from File, Setup to Automate 148
Import/Update Utility 107
Importing
ClientBase Plus and TRAMS Back Office Field Legends 108
Saving and Loading Mappings 108
Step-by-Step Instructions to 109
Three Ways to Import your Data 107
Updating Existing Profiles vs. Appending to Your Database 107
Viewing your data file 108
Importing Customer Profiles via ASCII, Paradox or dBase files 106
Importing Profiles From Other Sources 106
Income Statement Report 437
Input Menus in TBO 12
Installation with InterBase XE 20
Installing Trams 20
Interactive Active Agent Reporting (IAR) 333
InterBase Server 24
Interbase to XE, Upgrade Steps 27
Interbase XE Additional Backup Options 85
Interbranch G/L Transfer 49
Inter-Branch Transfer 51
Interest Income 303
Interface 125
Download & Processing 124
Interface Utilities Setup 124
Interface Download & Processing Setup with Windows Task Scheduler, Automatic 145
Interface Records, capturing 131
Interface Reports 134, 441
Interface, Scheduled Task 125
Interface/Mailmerge Prompt Tab 55
International Field 233
Invalid ARC Number 142
Invalid G/L Number
0 367
Invalid Ticket Numbers 144
Invert All 276
Invoice
printing 404
Invoice Analysis Report 399
Invoice Query 245
Invoice Query Global Modify 248
Invoice Query, Right-Mouse Click Menu in 249
Invoice Remarks 225
Invoice Reports 393
Invoice Sales Activity Report 398
Invoice, Viewing or Modifying an Existing 250
Invoice, Void/Delete booking(s) on an existing 242

Invoices Entering 222
Invoices Overview 222
Invoices, Unvoiding 258

J

JE Import From File 369
Journal Entries
- Copying Queried Journal Entries 361
- Invoices 362
- Payments 363
- Voiding If You Know the Journal Entry's Record Number 362
- What is Journalized by Transaction and What is Journalized Through the End of Period 362

Journal Entries by End Of Period 365
Journal Entries by Transaction, Example 364
Journal Entry 368
- Query, Sorting 361

Journal Entry Analysis Report 436
Journal Entry Code 368
Journal Entry line items 369
Journal Entry Prompting 48
Journal Entry Query 359
Journal Entry Query, Right-Mouse Click Menu in 361
Journalized by Transaction 362
Journalized Through the End of Period 362

L

Last Check 65
Learning TBO 17
License Manager 26
Load Map 111
Local Currency Code 56
Login to TBO 12

M

Mail Merge 444
Mail Merge Delimiter 56
Mailmerge 478
Management Summary Report 391
Manual, How to Use 11
Map 112
Maritz Handoff File, Export 445
Marketing Code in Invoice 224
Marketing ID 224
Match on ARC Number 60
Match on City Code (if present) 60
Match on Interface ID (Chain Code) 60
Match Vendor Profiles by State/Zip Code 57
MCO, Exchange on 243
Menu Items, grant user permission 39
Missing IAR Ticket 409
Missing Trams ticket 409
Modifying Payment Amount Once Account Balances Appear 276
Monthly Routine 173, 380
More Taxes 236

Multiple Balance Sheet 45
Multiple Balance Sheet Setup 51
Multiple Branch Locations 61

N

National Transactions Corporation 315
Negative Operating Payable 326
Negative Payable or Vendor Receivable, Directions for Adding 166
Negative Sales Invoice for the Processing Fee 291
New User Profile, create 37
No Match On Vendor Name or ID 139
NTC 315

O

Onyx
Import Setup 337
Onyx II
Import Setup 337
Operating Payables
Query, Sorting 329
Operating Payables Report 433
Operating Payables, setting up 326
Other Accounts tab 67
Other Payments 270
Other Profiles 207
Overpayment from a Client 281
Overview, Program 12

P

Paper Documents, Maintaining 16
Partial Payment Received From Client 282
Partial Payments 276
Password Expiration 31
Password Strength 31
Password, Changing the SYSDBA 35
Passwords Provide Security 35
Pay Method of Other entries should include 364
Payables, Create 326
Payment
ARC 363
Changing Existing Payments 350
Copying 350, 361
Create New Payment, Deposit, Withdrawal & ARC/BSP Settlement from Payment Query 350
EFT 307
How to Use Invoice Selection (Client & Global Settings) 277
Print 352
Receiving a single check paying for invoices under two or more Grouped client profiles 278
To receive a commission check from a payment source that covers multiple vendors such as NPC, 277
Vendors by Interface ID 278
View & Void invoices 350
View & Void Invoices from Payment Query 350
Void 351

Payment Analysis Report 428
Payment Codes 351, 353
Payment for Client Invoices, Split Forms of 263
Payment Made to a Vendor 293
Payment Made with profile type of Supplier and pay method of cash or check journal entries created by End of Period 366
Payment Query 348
Payment Query, Right-Mouse Click Menu in 353
Payment Received for Commission Track 288
Payment Received Using Invoice/ Payment Group 275
Payment Received with profile type of Client and pay method of cash or check journal entries created by End of Period 365
Payment Received with profile type of Client and pay method of CC Merchant journal entries created by End of Period 366
Payment Received with profile type of Vendor Comm Track and pay method of cash or check journal entries created by End of Period 365
Payment Received with profile type of Vendor Supplier and pay method of cash or check journal entries created by End of Period 365
Payment Reports 427
Payment/Import Run the Import and Reconciliation 339
Payment/Import Setup 337
Payments Made for Expenses 295
Payments Made to Vendors with Pay Method of Other entries should include 364
Payments Received from Client 273
Payments Received from Client, Steps 274
Payments Received from Clients with Pay Method of Other entries should include 364
Payments Received from Vendors with Pay Method of Other entries should include 364
Payments to Specific Invoice Bookings, Applying 275
Payments, Applying when saving an invoice 226
Payments, Foreign Currency 287
Payments/Adjustments Overview 268
Payments/Import 337
Payments/Import Participants 342
Paymode
  Import Setup 337
Payroll Entry 298
Payroll Import 334
Payroll Information, To View Individual Employee 299
Payroll Tax Report & Payment 298
PCi Requirements 42
Pegasus
  Payment Import, GST Amount and Rate 291
Pegasus Payment routine (Canada) 291

Permissions
Invoice, Payment, Profile, GL Permissions 40
Permissions Tab 40
Permissions, Invoice, Payment, GL 40
Petty Cash 285
Petty Cash, Giving Change from 285
Petty Cash, Reimbursing 286
Pinnacle Payment Solutions 77, 315
Post to General Ledger 371
Posting Journal Entries to GL 370
Prepend Worldspan Invoice Numbers with 58
Primary Key Field 111
Print a Batch Report Using the Windows Task Schedule 447
Print Check After Saving 272
Print Full Statement Header 50
Print Invoice After Saving 225
Print Query 353
Printer Defaults 72
Prism Handoff File, Export 444
Process 125
Process Interface Records 134
Processing Errors, Interface 142
Processing Void Ticket 144
Processing, Automated Interface 148
Profile Data, Sorting 220
Profile Query 217
Profile Query, Right-Mouse Click Menu in 220
Profile Reports 441
Profile, Create new from Query Screen 220
Profiles
Copying 221
Deleting 220
Selecting 220
Profiles Creating 194
Profiles Creating New 188
Profiles Overview 188
Prohibit creating Journal Entries in a closed period 41
Prompt Tab 44
Prompt Tab in Global Defaults 159
Pseudo End of Period 368
Pseudo Posting Journal Entries in Trams 371
Pull-down menus 15
Purge 101
Purge Change History 103
Purge Credit Card Data 102
Purge Interface Logs 104
Purge PNR History 101

Q

QREX 397
Quebec TAX - OPC - Consumer Protection Fund 185
Query 13
Operating Payables 327
Print 353
Retrieving an Existing Journal Entry 359
Query, Move from One Invoice to Another in Query or from one Booking to Another in Invoice

252

R

RBC Insurance Scripts 182
Read Booking Agent 56
Read Branch ID From I/F ID 57
Read Multiple Taxes 56
Read Ticketing Agent 57
Reapply a Payment 353
Rebates 264
Receipt Date 304
Receipts Report 427
Reconciliation Codes for Payment Import 340
Record Locator in Invoice 224
Record Not Found by Agent ID Search 142
Recurring Payables 329
Recurring Payables, Generate & Issue Checks 330
Refund Invoice, ARC/BSP - Invoice not entered 253
Refund Invoices 252
Remarks Tab, Client/Vendor Statement 55
Remarks, Invoice 233
Removing/Writing Off A Vendor Balance 284
Reopen Period 104
Report
Agent Activity By Client 452
Agent Activity By Departure Date 452
Agent Activity By Departure Point 453
Agent Activity By Travel Type 453
Agent Activity By Vendor 453
Agent Activity Summary 452
Agent Final Payment 453
Airline Activity Detail 454
Airline Activity Summary 454
Airline Commission 453
Airline Commission Report Summary 453
Airline Reports 453
Airline Segment Count 454
Airline Usage for Client by Invoice 454
Airline Usage for Client by Passenger 454
Branch Activity by Agent 454
Branch Activity by Client 454
Branch Activity by Travel Type 455
Branch Activity by Vendor 455
Branch Productivity Detail 455
Branch Productivity Summary 455
Branch Reports 454
Car Usage for Client by Passenger 458
Client Activity By Departure Date 456
Client Activity By Departure Point 456
Client Activity By Travel Type 457
Client Activity By Vendor 457
Client Activity Detail 455
Client Activity Summary 455
Client Car Sales Report 455
Client Car Sales Summary Report 456
Client Final Payment 456
Client Hotel Sales Report 456
Client Reports 455

Commission Caps By Client 457
Credit Card Reconciliation 461
Final Payment Report 462
Frequent Flyer Reconciliation for Specified Travelers 456
Group Client Statement 458
Hotel Sales Activity By Client 458
Hotel Sales Activity By Passenger 458
Lost Fare Report by Passenger 456
Miscellaneous Reports 461
Passengers Total Activity by Travel Type 459, 462
Project Number Report 457
Routing and Fare Comparison 457, 459
Sales Activity by Departure Date Summary 459
Sales Activity By Departure Dates 459
Sales Activity By Invoice 459
Sales Activity By Itinerary Detail 459
Sales Activity By Itinerary Summary 459
Sales Activity By Travel Type Detail 459
Sales Activity By Travel Type Summary 459
Special Assistance/Meet & Greet 458
Summary of Travel by Type of Travel 460
Ticket List 460
Travel Detail by Department 458, 460
Travel Detail by Type of Travel 460
Vendor Activity By Agent 460
Vendor Activity By Client 460
Vendor Activity By Departure Date 460
Vendor Activity By Departure Point 461
Vendor Activity by Passenger 461
Vendor Activity By Travel Type 461
Vendor Activity Summary 461
Vendor Final Payment Report 461
Vendor Reports 460
Vendor Usage By Travel Type 460
Vendor Usage by Travel Type 461
What is a? 464

Report Generator 450
Ability To Sort on One or More Fields 467
Ability To Trim Field Length 467
Building Reports 464
Building the Report 469
Buttons 472
Classes of Report Generator Reports 450
Creating and/or Modifying a Report (Airline Productivity) 477
Designing a Report 466
Fields 472
Know What Data Goes On Which Level 469
Level Breaks on Changed Sort Item From Prior Level 469
Navigation 472
Predesigned Reports 450
Report Examples 477
Report Fields 477
Sample Report Output 478
Selection of Data Fields for Report 466
Single vs. Multiple Level Reports 468
Sort Keys Should Correspond to Sequence of Fields Displayed

468
Sorting On One or More Data Items 467
Specify the Order and Field Format Format 466
Specify What Data Appears on Report 466
Tips and Tricks 480
UDID's 480
What is a? 464
Report Generator Predesigned Reports 450
Report Generator Reports 444
Reports 386
Email Reports in .pdf Format 387
Print Options 386
Printing Predesigned TBO Reports 386
Require Unique, Non Blank I/F ID on New Profiles 51
Restore the TBO Database 98
Restoring a Dump File 86
Resubmit ARC/BSP Document 260
Right-Mouse Click Menu in Booking on Invoice Query 249
Right-Mouse Click Menu in Invoice Booking Screen 250
Right-Mouse Click Menu in Payables 329
Rule 112, 114

S

Sabre Canada BSP Report - Auto Refunds (QREX) 397
Sabre Card Services 342
Sales and Cost of Sales or as Commission Income 46
Sales Reports 458
Salesagent Profiles, Interfacing 141
Scheduled Task for Interface 125
Security 34
Security, Setting Up 34
Segments 239
Setting Up
Unapplied Vendor Balance 165
Setting Up and Starting TBO 16
Setting Up TBO 18, 150
Show Quick Edit 277
Sorting Invoice Query Data 250
Source Operation 113
Source Test Value 113
Split Booking Option on Invoice Screen 241
Split Forms of Payment for Client Invoices 281
Spoiled Checks 296
Spoiled Invoices 258
Statement Wide 414
Statement, Client 414
Statement-Summary, Client Statement 414
STP 45
Submit to ARC Invoices journal entries created by End of Period 365
Submit to Commission Track Invoices journal entries created by End of Period 365
Submit to Supplier Invoices journal entries created by End of Period

365
Summary Accounts GL 154
Summary Wide, Client Statement 414
Summary, Client Statement 414
Supplier Booking Closed by CC Can Act Like a Comm Track Booking 367
Supplier C/C Transactions in EOP 47
System permissions 40

T

Tabs in TBO 14
TACS - Perot Systems
Import Setup 337
TAFP report 406
TAFP service fee 355
TAFP Service Fee Report - ARC Only 406
TAFP Service Fees - ARC Only, Processing 355
Tax Related Tab 53
Then set Database Field to 113
Ticket Exchange with a Refund 244
Ticket Exchange with an "Add Collect" 243
Ticketmaster 77, 315
Total Invoices and Total Unapplieds are Same, clear balance when account bal is zero 303
Track Voided Payments 51
Trams Host 346
Import Setup 337
Transborder Indicator 182
Transfer Invoice to Different Profile 260
Transfer Invoice/Payment to Different Profile 221
Travel Expenses, Owner/Employee Paid by Agency 286
Travel Types 63
Travel Types, Adding 64
Travel Types, Set Up 151
Travel Types, Setting Up 63
Traveler, Add new 191, 198
TRAVELERS TAB 198
TRAVELERS TAB, Leisure Profile 191
Trial Balance
Balancing to Core Reports 175, 382
Trial Balance Report 437
Troubleshooting of Errors in Downloading during interface 144

U

UDID, include/exclude in Prism Handoff 444
UDID'S 238
UDIDS 82
Unapplied Client Balance 162
Directions for Setting Up 164
Unapplied Vendor Balance 162
Unapplied Vendor Balance, Directions for Setting Up 165
Unprocessed Interface Records 144
Update Rules 111
User Profile Authorization Levels, Setting Up 35

User Profiles, Setting Up 34
Utilities, Setting up 34
Utilities|Global Defaults|Interface/ Mailmerge Prompt Tab 181

V

Validate CC Merchant Numbers 50
Vendor
Accounting for Vendor Sale as Net Remit Account 261
Vendor Activity Reports 418
Vendor Balance
Directions for Removing/Writing Off 162, 165, 284
Vendor Balances
GL account 153
report 153
Vendor Balances Report 389
Vendor Balances, Adjusting 301
Vendor Lists and Labels 421
Vendor Payments 269
Vendor Profiles 207
Vendor Profiles Entering 202
Vendor Profiles, Creating During Interface 138
Vendor Receivable, Adding 166
Vendor Reports 418
Vendor Sale as Net Remit Account, Accounting for 261
Vendor Statements, Printing 419
Vendor Stmt Msg 55
Vendor, Payment Made to a 293
Viewing/Editing Invoices By Booking 277
Void a Booking in Create New Payment, by right mouse clicking 274
Void Cancelled/No-Show Bookings 60
Void Pay Method 40
Voided Invoices Retain Original Client & Vendor 259
Voiding a Journal Entry - If the Journal Entry's Record Number is known 362
Voiding A Year-End 374
Voiding an End of Period 374
Voiding End of Period and Year End Entries 374
Voiding Invoices 257
Vouchers, How to Track Voucher Payments Allocated Across Multiple Invoices 300
Vouchers, What are? 300

W

Weekly Routine, ARC/IAR 171, 378, 395
Wildcard in queries 217, 245
Windows Menu in TBO 15
Windows Task Schedule, print a Batch Report 447
Windows Task Scheduler
Automatic Interface Download & Processing Setup with 145
Withdrawal, entering 306
Withdrawals 304
Worldspan Agencies, downloading interface records 132

Worldspan, using the Credit Card
Reconcilation for MCO's 431
WPS Hotel Commission
Import Setup 337
Writing Off A Client Balance 284
Writing Off a Client Balance 162
Writing Off a Vendor Balance 162

Y

Year End Closing 373
Year-end Journal Entry 367

Z

Z-Pay PayWindow 334